

# KY Youth Services Satisfaction Caregiver Survey Report 2021 Statewide





In 2021 the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky's Community Mental Health Centers (CMHCs).

## Introduction

This document was created as a result of collaboration between two key entities:

- The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) and
- The Community Mental Health Centers (CMHCs)

### Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

### Why This Survey?

The Youth Services Survey for Families (YSS-F) was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The YSS-F is designed as the primary tool to evaluate and include the youth client caregivers' perspectives of public mental health services they have received.

### Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey’s seven core domains:

<b>Domain</b>	<b>Primary Concerns Related to the Domain</b>
<b>General Satisfaction</b>	Services were, overall, satisfactory and preferable to other choices
<b>Access to Services</b>	Staff availability, the range of service options, and how quickly and conveniently services were received
<b>Cultural Sensitivity</b>	Cultural and linguistic access and whether services promoted recovery and continuity of care
<b>Participation in Treatment Planning</b>	Clients’ participation in planning services. For example, whether the patient, not staff, decided treatment goals
<b>Outcomes</b>	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
<b>Social Connectedness</b>	Services contributed to improving natural supports which come from family or friends
<b>Functioning</b>	There was a positive effect on independent community living and decreasing distress caused by symptoms

## State Mental Health Authority

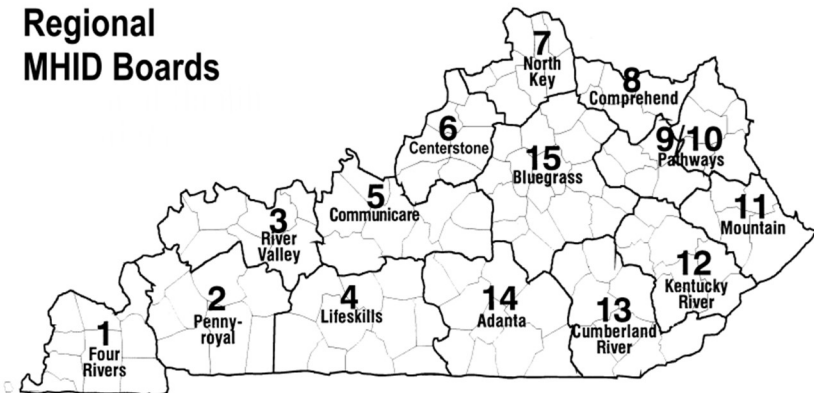
The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/>

## Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.

### Regional MHID Boards



Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer staff make the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Survey Penetration Rate

Survey Penetration

Table 1. Statewide Survey Penetration Rate in State Fiscal Year 2021 (July 1, 2020 - June 30, 2021)	
Number of Youth (Age < 18) Served	46,142
Number of Surveys Returned	1,766
Survey Penetration Rate	4%

During state fiscal year 2021, 46,142 youth clients visited Statewide. One thousand seven hundred sixty-six caregivers of youth clients participated in the survey in Statewide, resulting in a 4% penetration rate. (Table 1)

## Youth Clients' Demographic Characteristics

The demographic profile of youth respondents in Statewide in 2021 is presented below. In this report, youth respondents' demographic characteristics are presented on gender and race.

### Gender

<b>Table 2. Gender of Youth Respondents</b>	
Male	52%
Female	48%
<b>Total</b>	<b>1,717</b>

As Table 2 indicates, male respondents outnumber female respondents.

### Race

<b>Table 3. Race of Youth Respondents</b>	
American Indian / Alaska Native	1%
Asian	0%
Black (African-American)	7%
Hispanic	3%
Native Hawaiian / Other Pacific Islander	0%
White (Caucasian)	82%
Other	9%
<b>Total</b>	<b>1,802</b>

The majority of youth respondents are White (Caucasian) (82%) while 3% of respondents report being of Hispanic descent.

Youth Clients’ Social/Medical Backgrounds

Child/Youth caregivers who responded to the survey were also asked about living arrangements, school attendance, medical history, and number of months the child/youth received services.

Living Arrangement

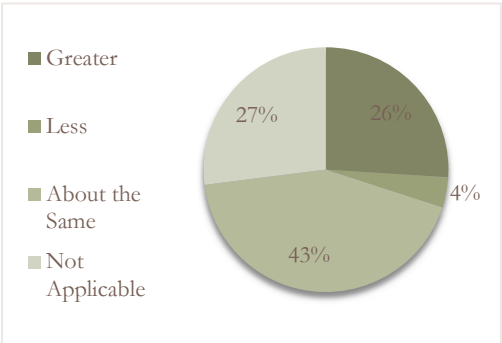
Table 4. Child Is Living with Caregiver	
Yes	98%
No	2%
Total	1,743

About 98% of respondents indicate that their children are living with them.

Further questions reveal that in the last 6 months, about 39% of youth clients have lived with one or both parents and 6% of children have lived with another family member. (Data not shown)

School Attendance

Figure 1. The Number of Days Child Was in School Since Beginning Services



About 26% of respondents indicated that the number of days their children were in school has increased since they started receiving services (Figure 1) while 10% reported that their children were expelled or suspended after beginning

services (data not shown).



Medical History

Figure 2. Medical Doctors (or Nurses) Visits During Last Year

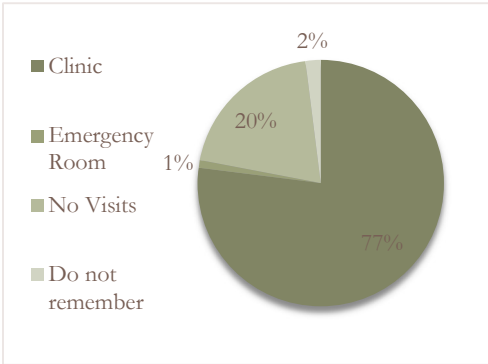


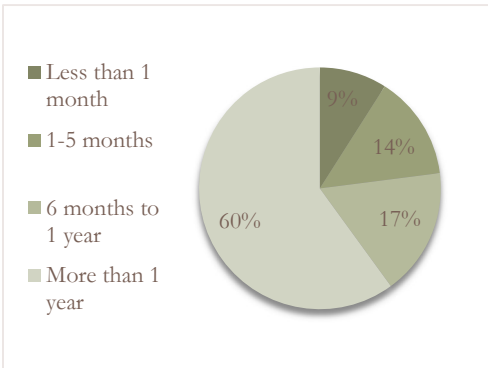
Figure 2 indicates that 77% of youth clients have visited medical doctors (or nurses) for a health checkup or because he/she was sick in the last year.

Also, 61% of respondents reported that their children are receiving medication for

emotional/behavioral problems. Among them, 97% of respondents report that the doctor or nurse shared information about side effects. (Data not shown)

Number of Months the Child/Youth Received Services

Figure 3. How Long Child Received Services from the CMHCs



Sixty percent of respondents report that their children received services from the CMHC for more than 1 year. (Figure 3)

Comparison of Kentucky to National Averages (2017-2020)

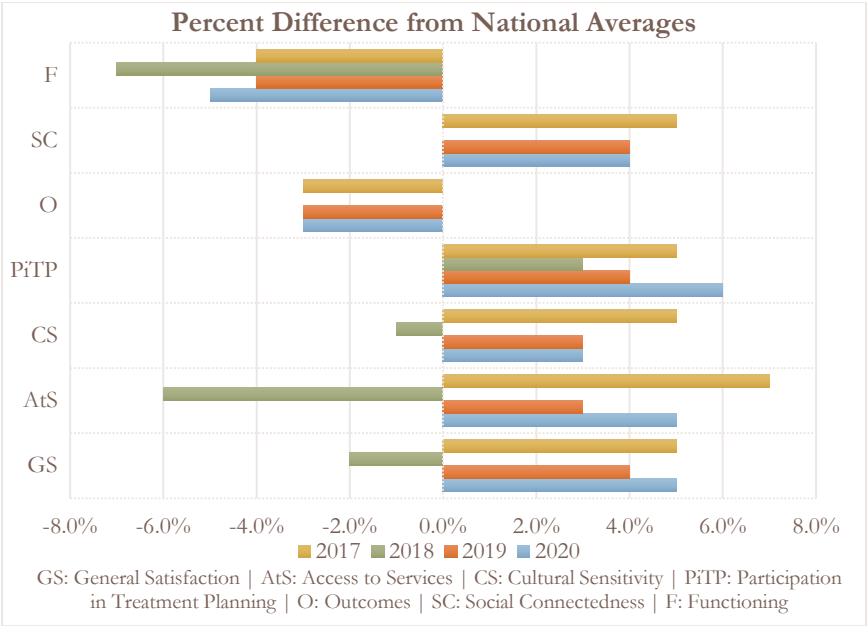


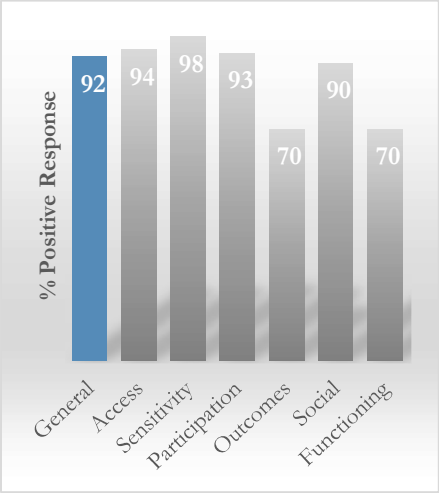
Table 5. Percent Positive Reporting	2017		2018		2019		2020	
	KY	US	KY	US	KY	US	KY	US
General Satisfaction	93	88	91	93	93	89	94	89
Access to Services	95	88	89	95	91	88	94	89
Cultural Sensitivity	98	93	97	98	97	94	98	95
Participation in Treatment Planning	94	89	93	90	94	90	95	89
Outcomes	70	73	66	66	71	74	72	75
Social Connectedness	92	87	92	92	92	88	92	88
Functioning	71	75	64	71	69	73	70	75

# GENERAL SATISFACTION

## Overview

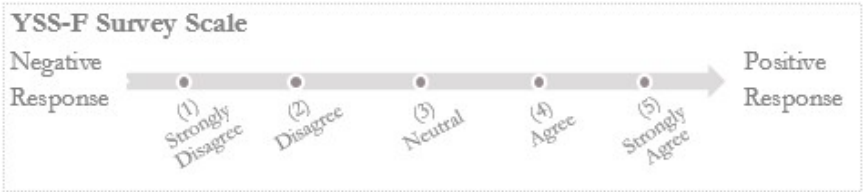
**Primary Concerns**

- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

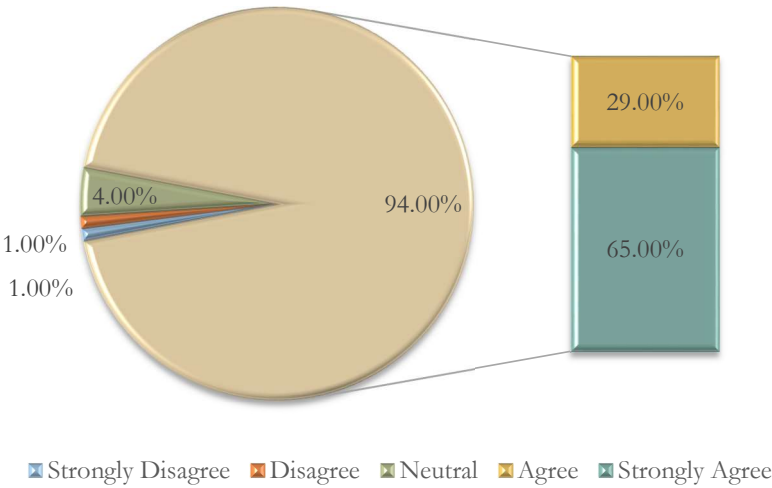
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# GENERAL SATISFACTION

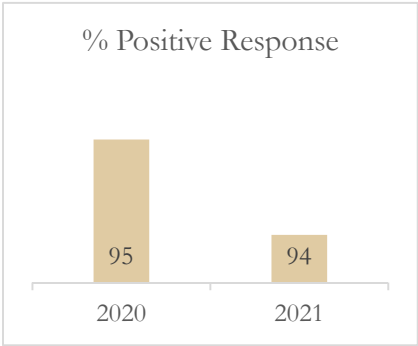
Overall, I Am Satisfied with the Services  
My Child Received

## Statewide Totals

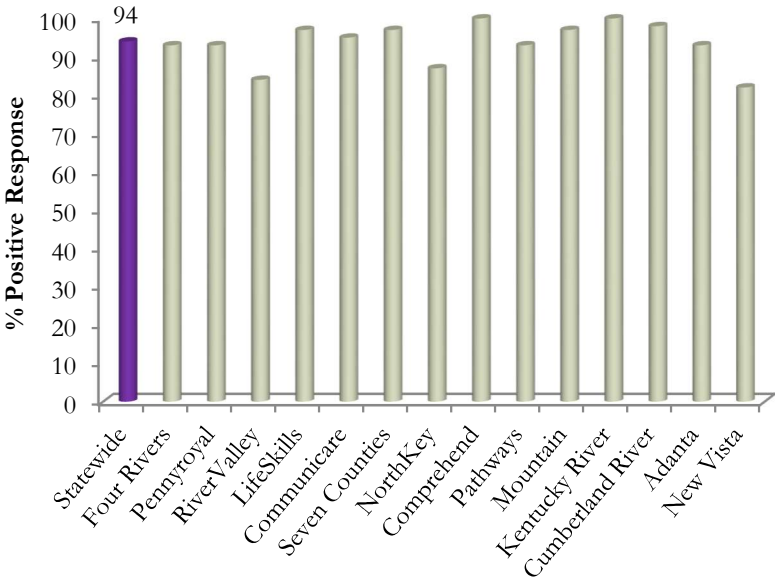


About 94% of respondents positively indicated that they were satisfied with the services their child received from the CMHC in 2021.

This is a 1% decrease from 2020.



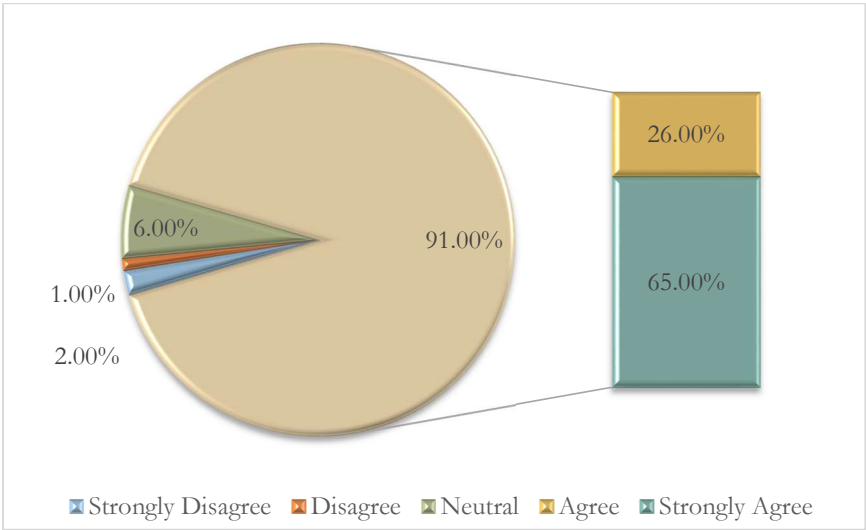
All Region Totals



# GENERAL SATISFACTION

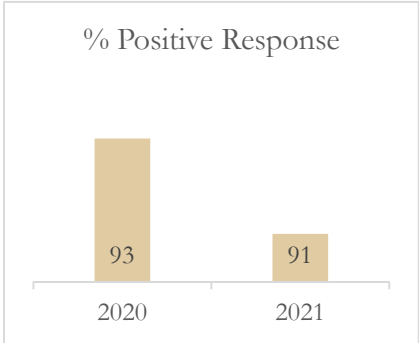
The People Helping My Child Stuck with Us No Matter What

## Statewide Totals

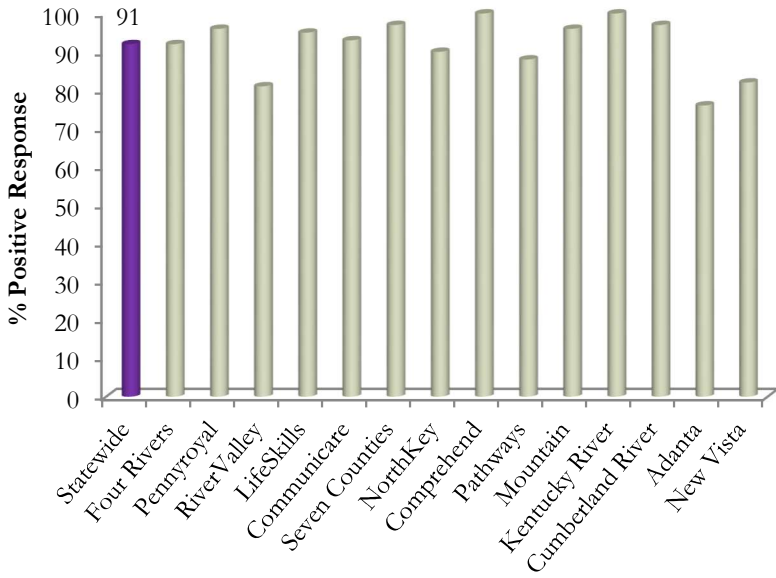


About 91% of respondents positively indicated that the people helping their child stuck with them no matter what in 2021.

This is a 2% decrease from 2020.



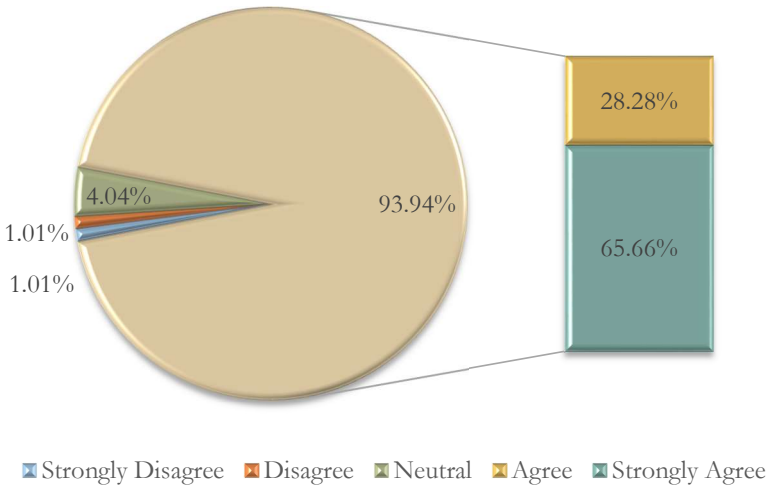
## All Region Totals



# GENERAL SATISFACTION

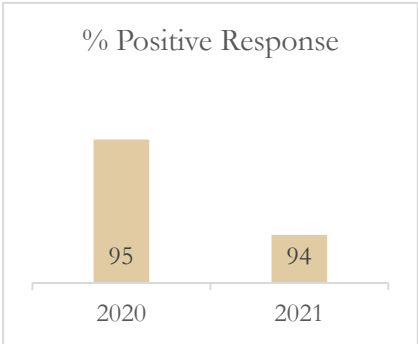
I Felt My Child Had Someone to Talk to  
When He/She Was Troubled

## Statewide Totals



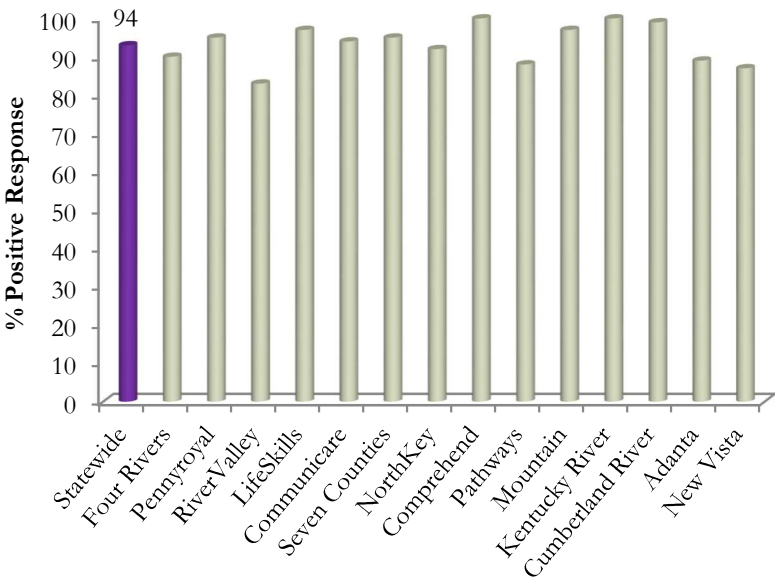
About 94% of respondents positively indicated that they felt their child had someone to talk to when he/she was troubled in 2021.

This is a 1% decrease from 2020.





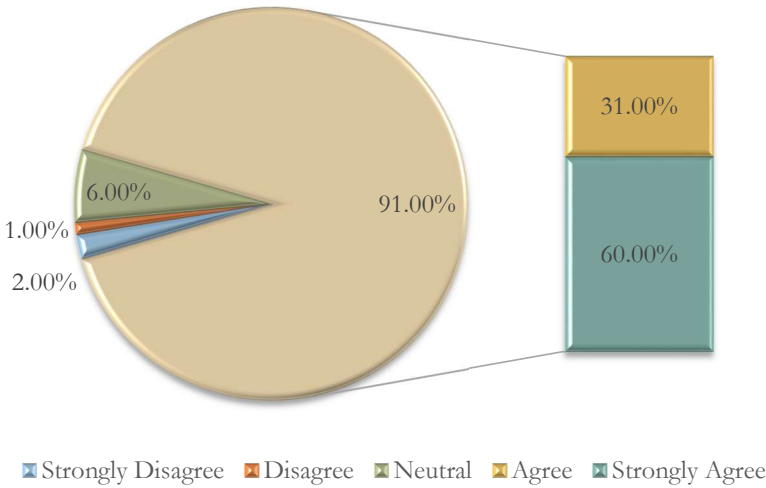
All Region Totals



# GENERAL SATISFACTION

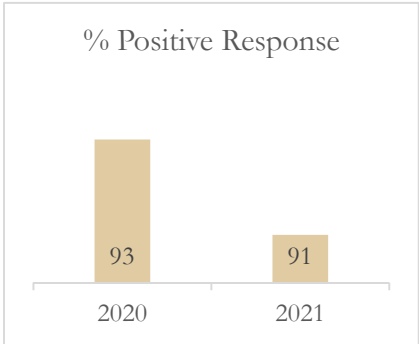
My Family Got the Help We Wanted for  
My Child

## Statewide Totals

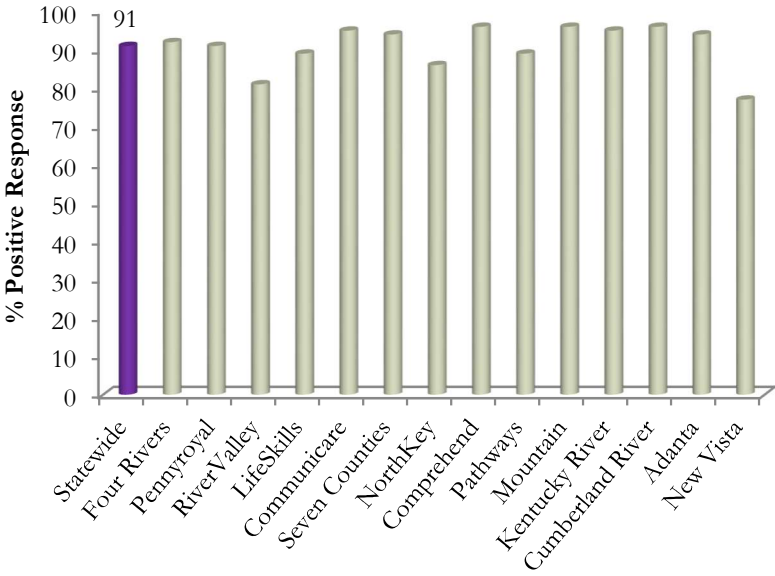


About 91% of respondents positively indicated that their family got the help they wanted for their child in 2021.

This is a 2% decrease from 2020.



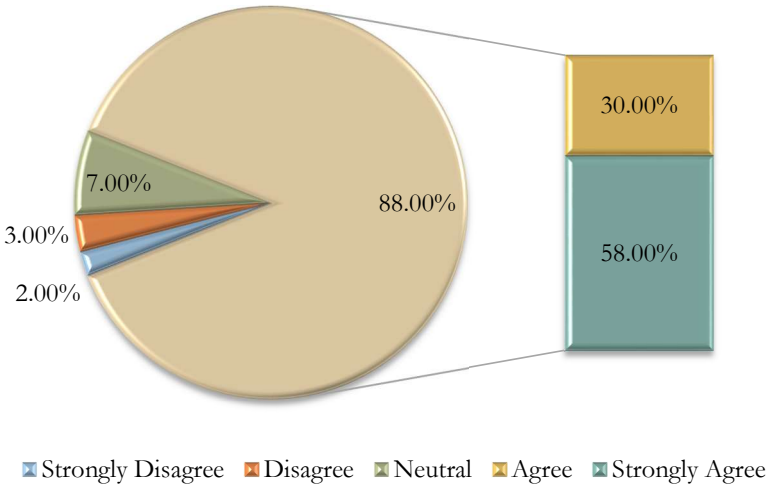
All Region Totals



# GENERAL SATISFACTION

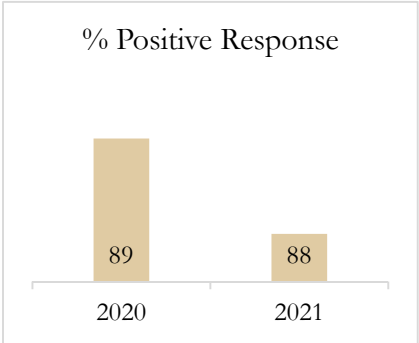
My Family Got As Much Help As We  
Needed for My Child

## Statewide Totals

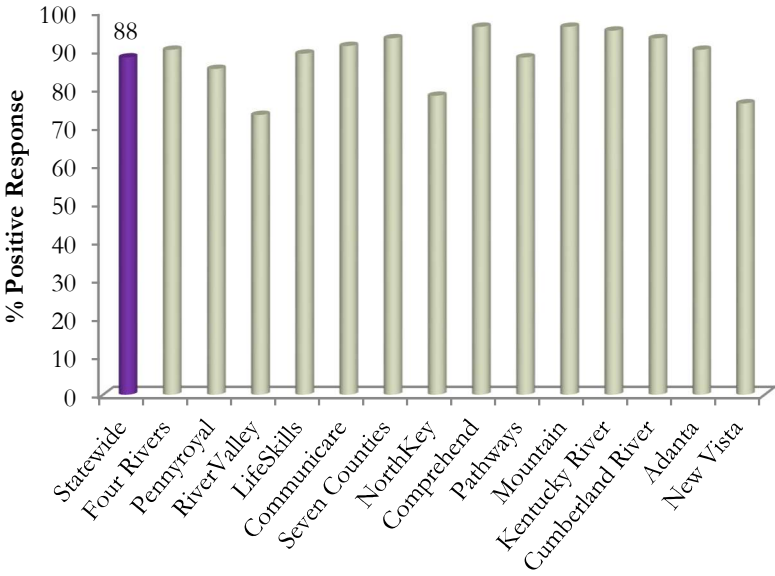


About 88% of respondents positively indicated that their family got as much help as they needed for their child in 2021.

This is a 1% decrease from 2020.

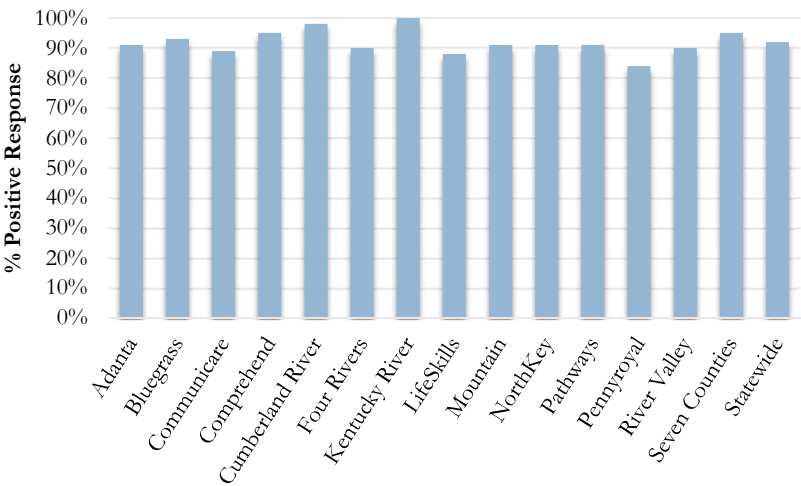


All Region Totals



# GENERAL SATISFACTION

## All Regional Boards

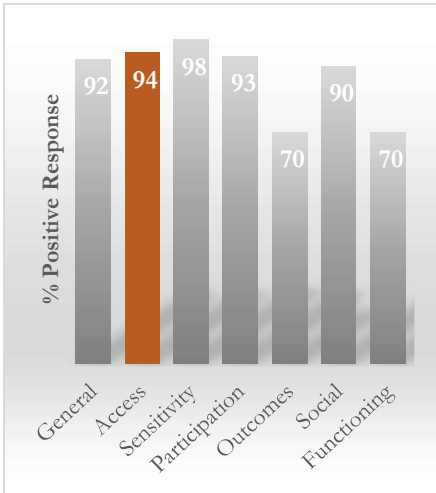


# ACCESS TO SERVICES

## Overview

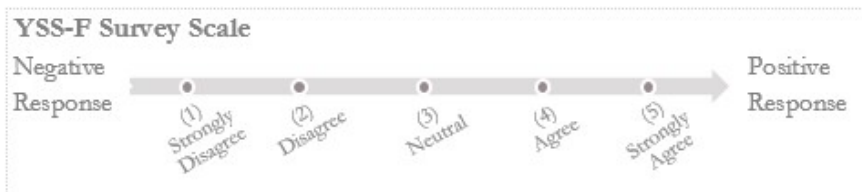
### Primary Concerns

- Quick and Convenient Entry into Services
- A Full Range of Service Options
- Staff Availability



Domain	Score (1 to 5)
General Satisfaction	4.52
<b>Access to Services</b>	<b>4.60</b>
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

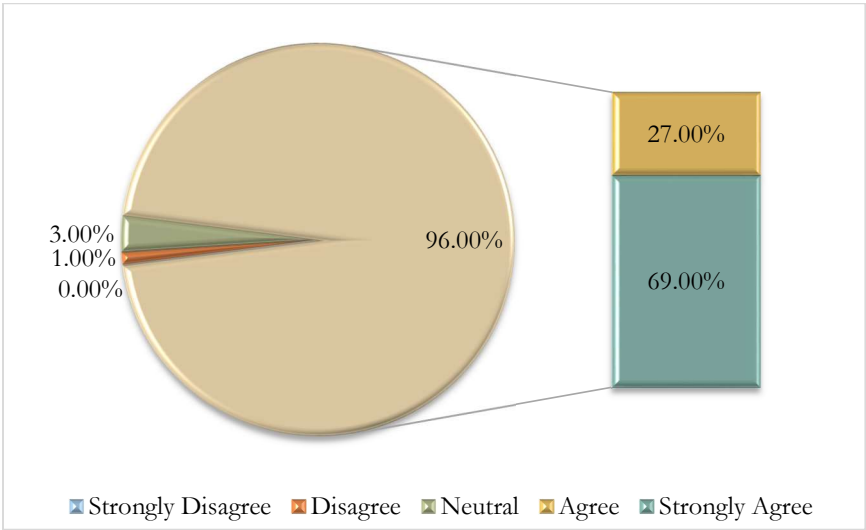
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



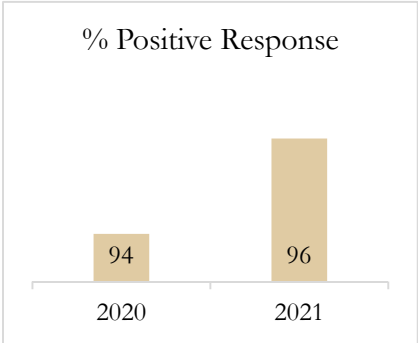
# ACCESS TO SERVICES

## The Location of Services Was Convenient for Us

### Statewide Totals



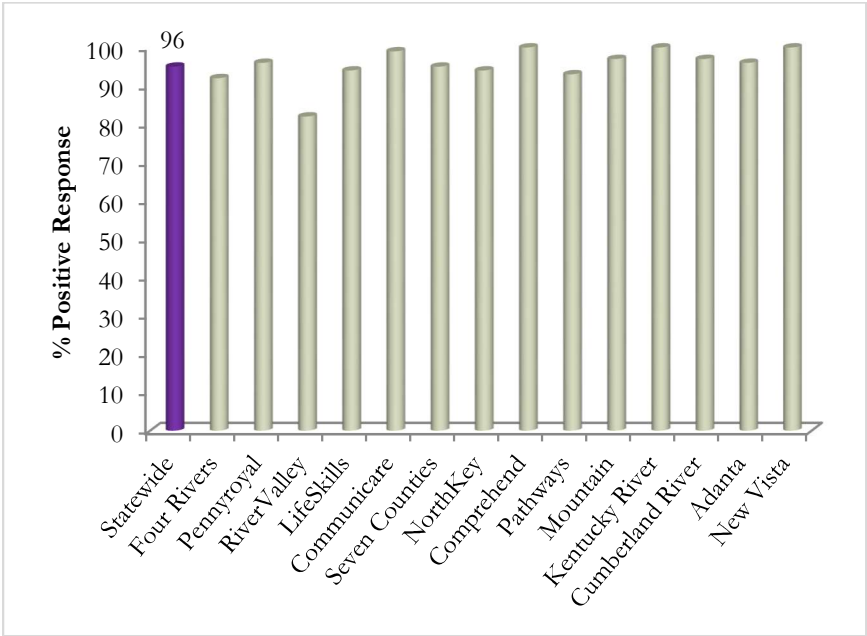
About 96% of respondents positively indicated that the location of services was convenient (parking, public transportation, distance, etc.) in 2021.



This is a 2% increase from 2020.



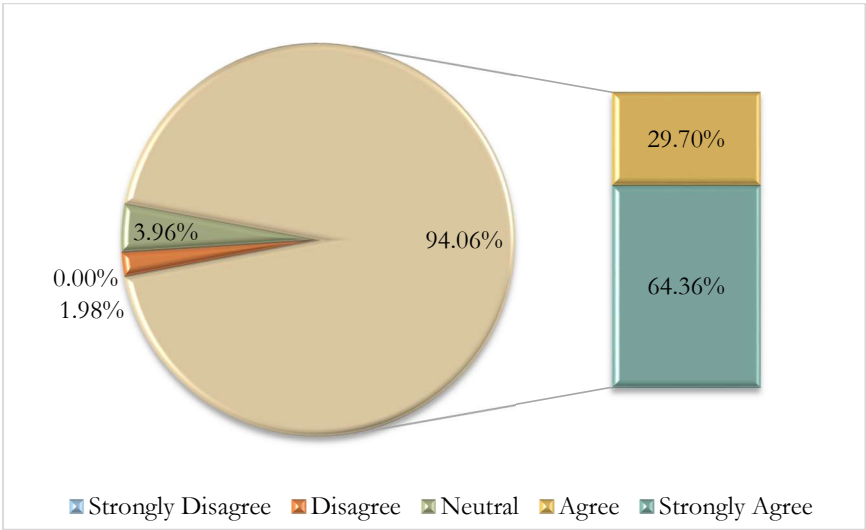
All Region Totals



# ACCESS TO SERVICES

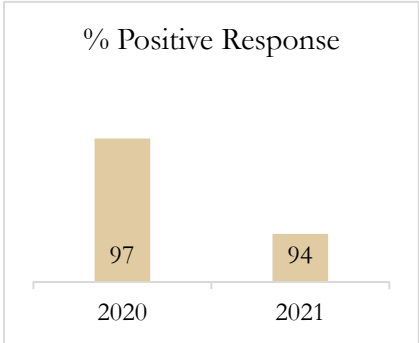
Services Were Available at Times That  
Were Convenient for Us

## Statewide Totals

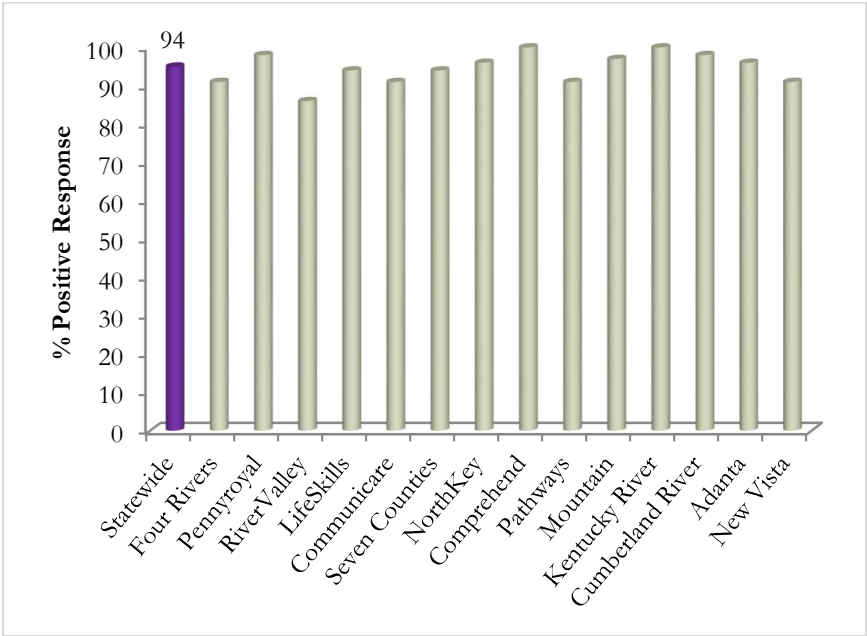


About 94% of respondents positively indicated that services were available at times that were convenient for them in 2021.

This is a 3% decrease from 2020.

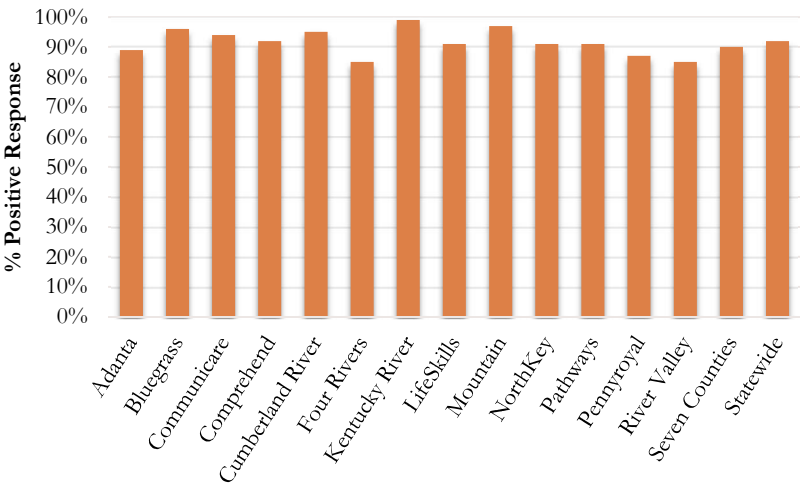


All Region Totals



# ACCESS TO SERVICES

## All Regional Boards

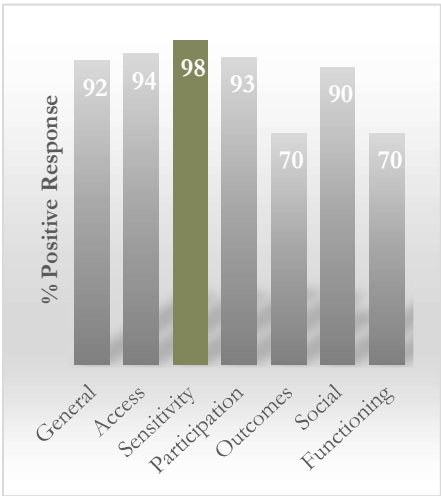


# CULTURAL SENSITIVITY

## Overview

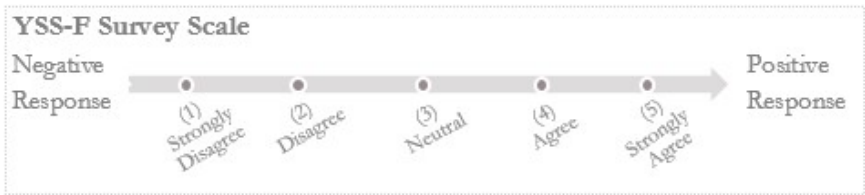
### Primary Concerns

- Respectful Staff
- Cultural and Linguistic Access



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

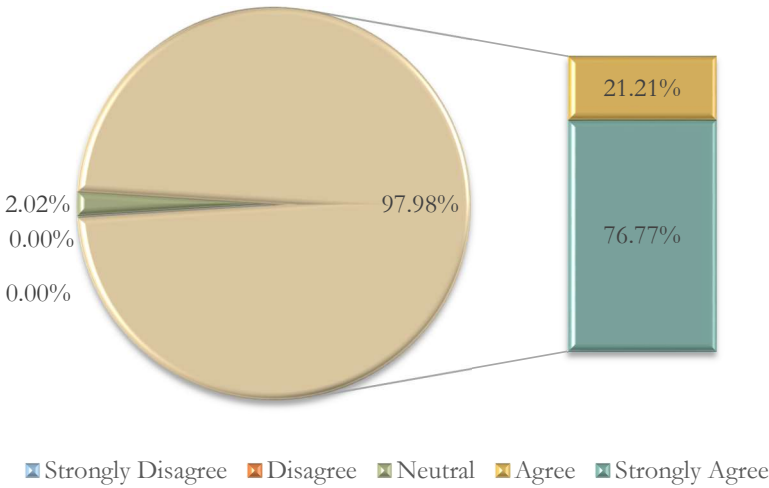
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# CULTURAL SENSITIVITY

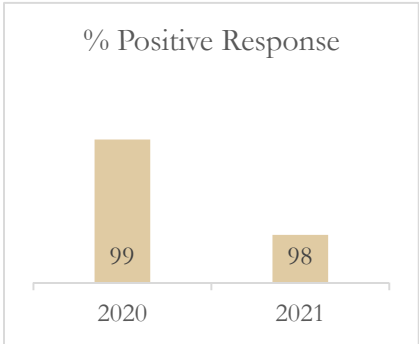
## Staff Treated Me with Respect

### Statewide Totals

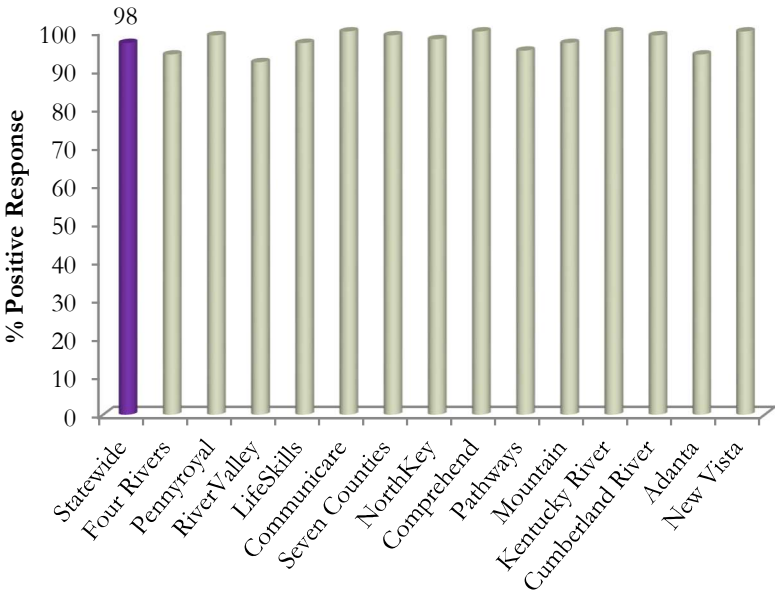


About 98% of respondents positively indicated that staff treated them with respect in 2021.

This is a 1% decrease from 2020.



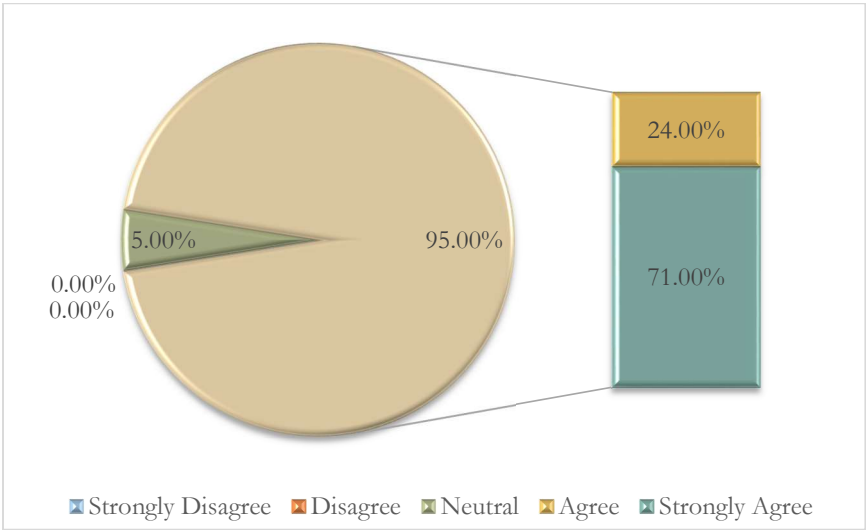
All Region Totals



# CULTURAL SENSITIVITY

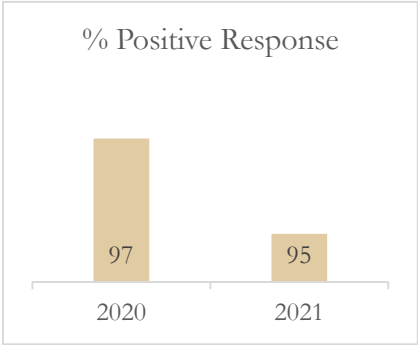
## Staff Respected My Family's Religious/Spiritual Beliefs

### Statewide Totals



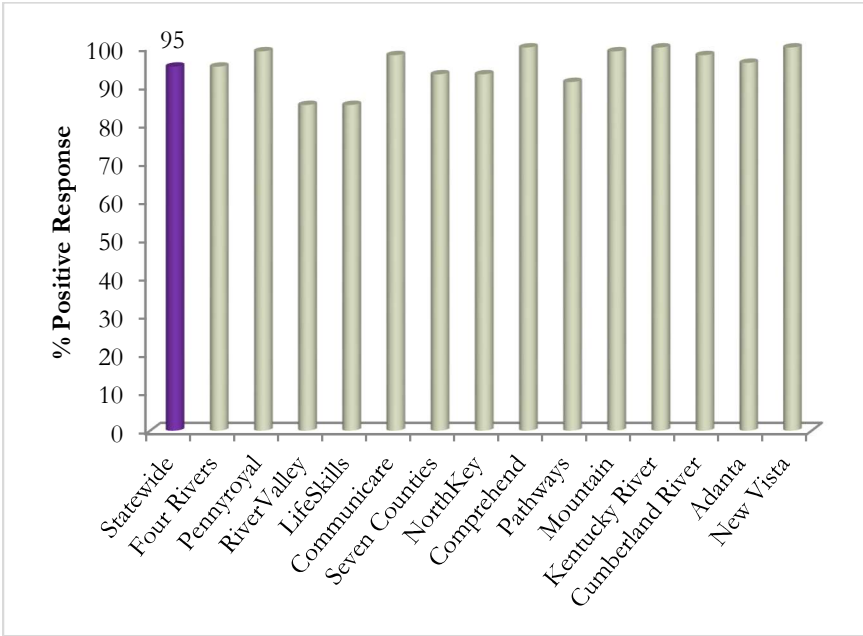
About 95% of respondents positively indicated that staff respected their family's religious/spiritual beliefs in 2021.

This is a 2% decrease from 2020.





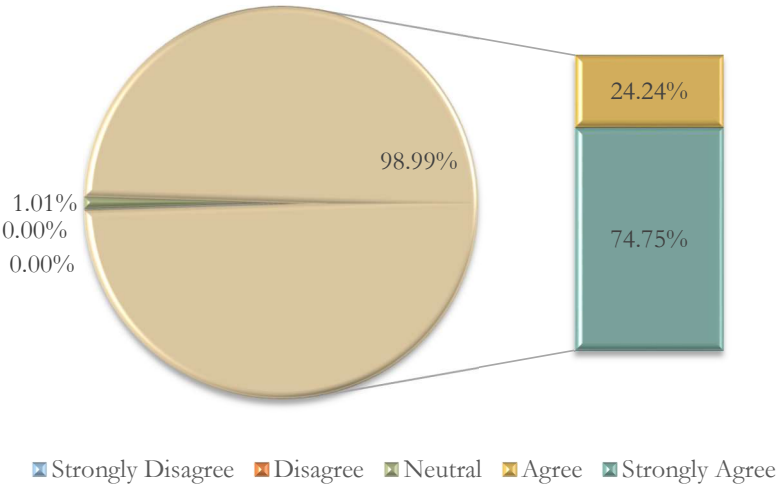
All Region Totals



# CULTURAL SENSITIVITY

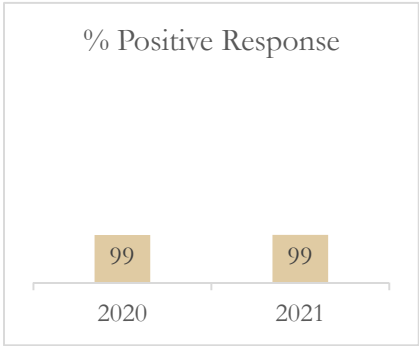
Staff Spoke with Me in a Way  
That I Understood

## Statewide Totals

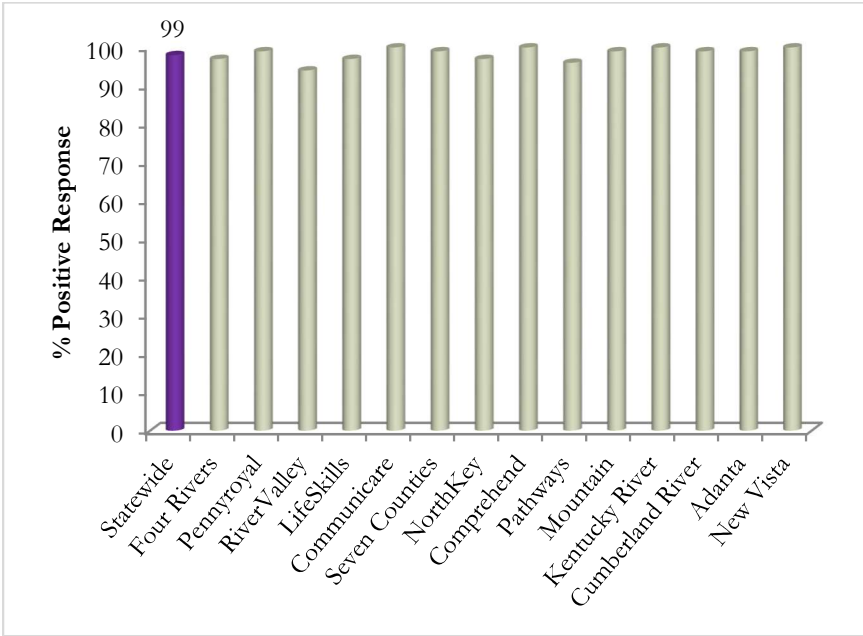


About 99% of respondents positively indicated that staff spoke with them in a way that they understood in 2021.

This is about the same as 2020.



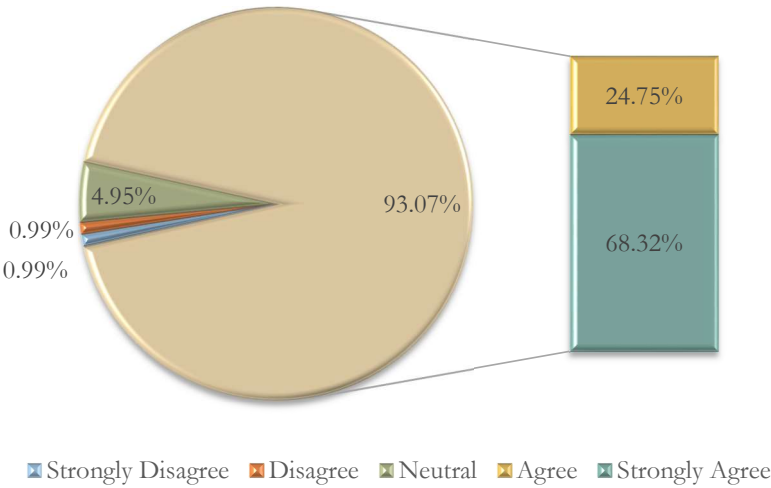
All Region Totals



# CULTURAL SENSITIVITY

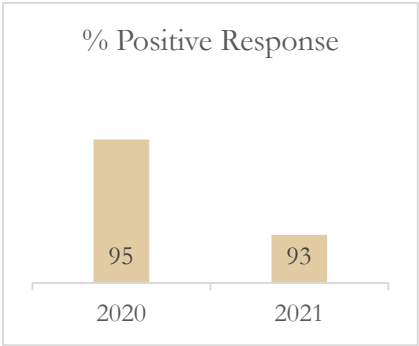
## Staff Were Sensitive to My Cultural/Ethnic Background

### Statewide Totals

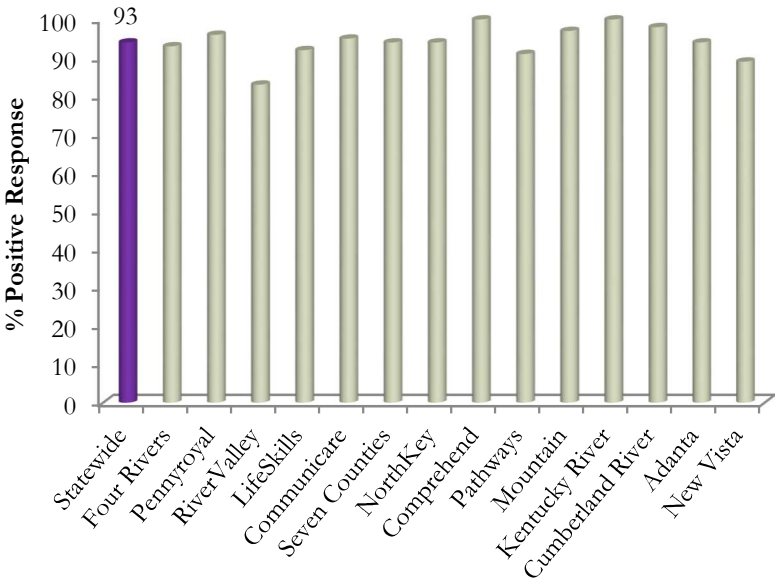


About 93% of respondents positively indicated that staff were sensitive to their cultural/ethnic background in 2021.

This is a 2% decrease from 2020.

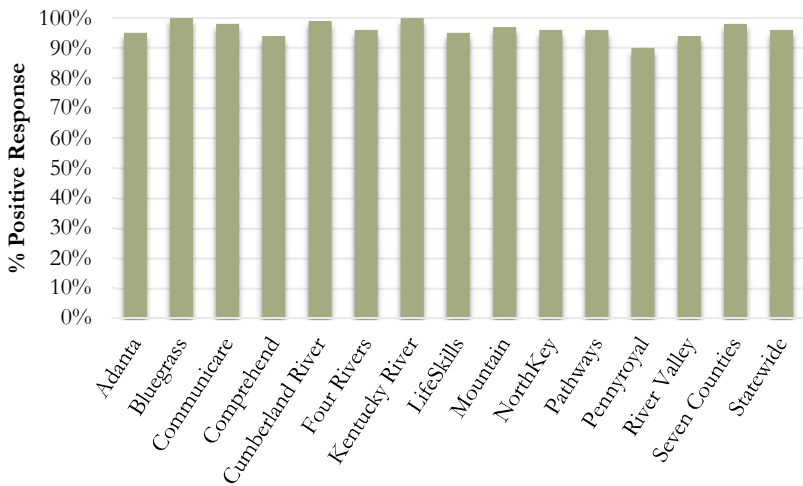


All Region Totals



# CULTURAL SENSITIVITY

## All Regional Boards

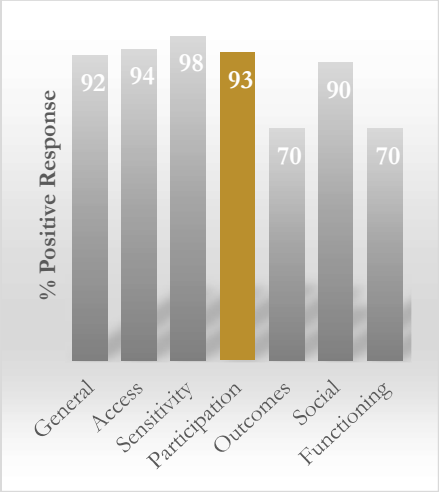


# PARTICIPATION IN TREATMENT PLANNING

## Overview

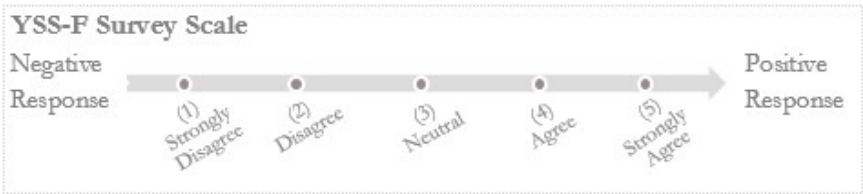
### Primary Concerns

- Meaningful Participation in Planning My Child’s Service Array



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

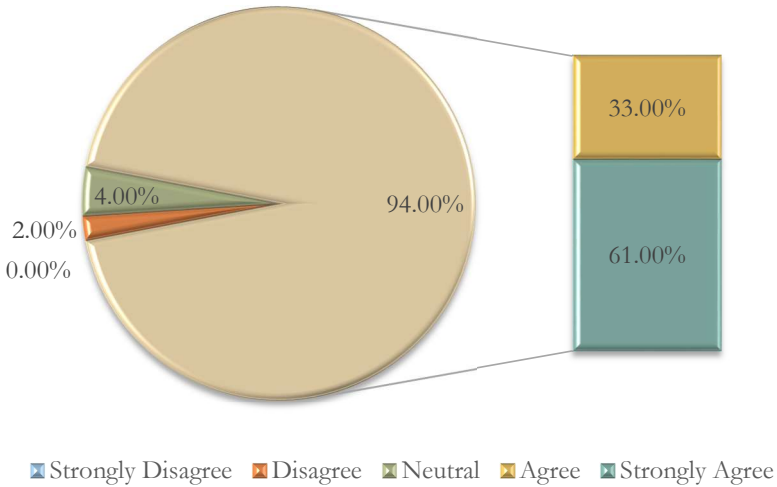
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# PARTICIPATION IN TREATMENT PLANNING

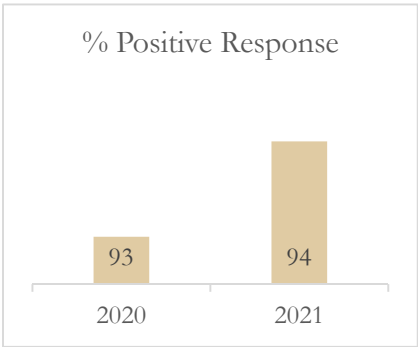
I Helped to Choose My Child's Services

## Statewide Totals



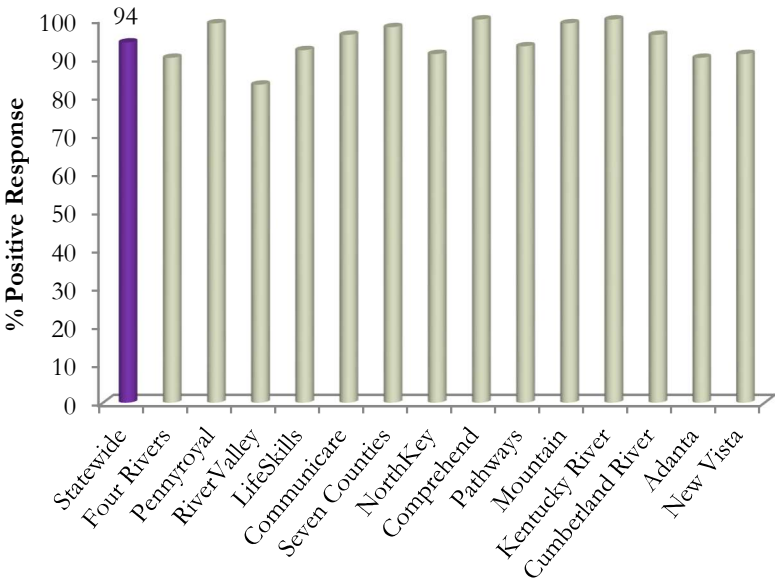
About 94% of respondents positively indicated that they helped to choose their child's services in 2021.

This is a 1% increase from 2020.





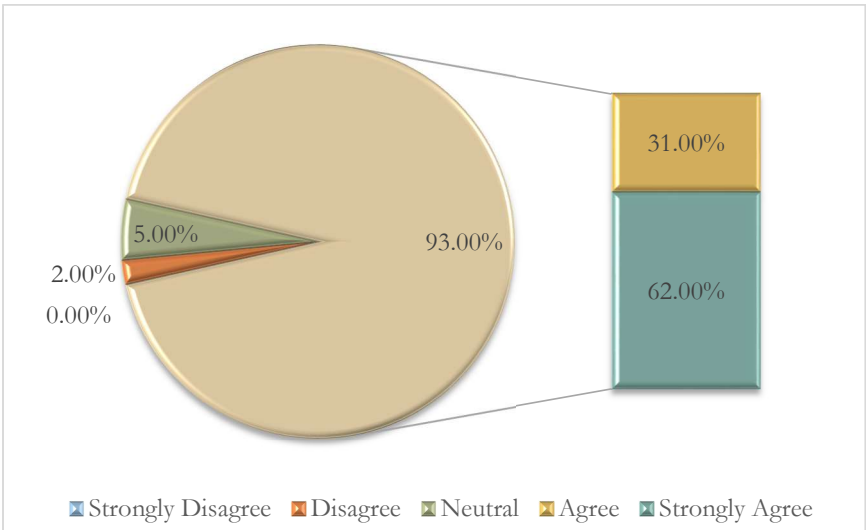
All Region Totals



# PARTICIPATION IN TREATMENT PLANNING

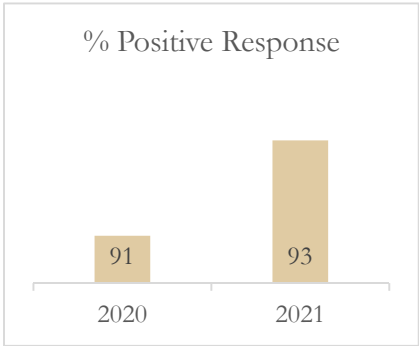
I Helped to Choose My Child's  
Treatment Goals

## Statewide Totals

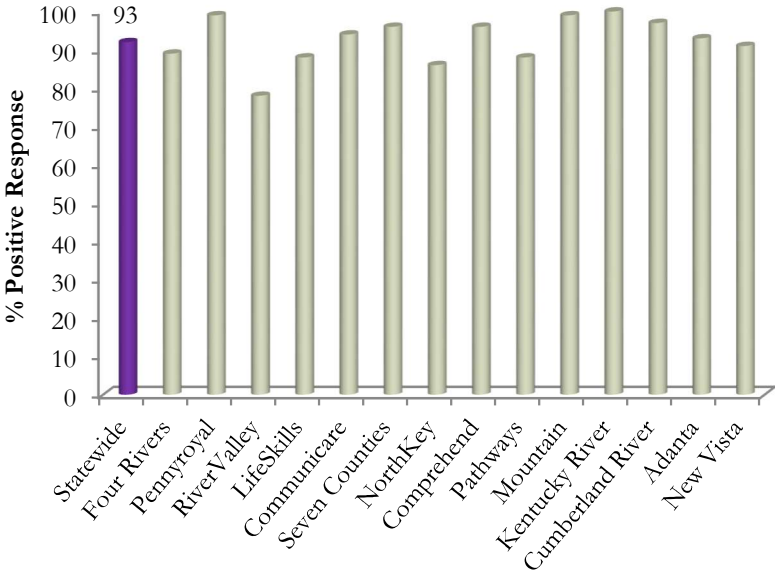


About 93% of respondents positively indicated that they helped to choose their child's treatment goals in 2021.

This is a 2% increase from 2020.



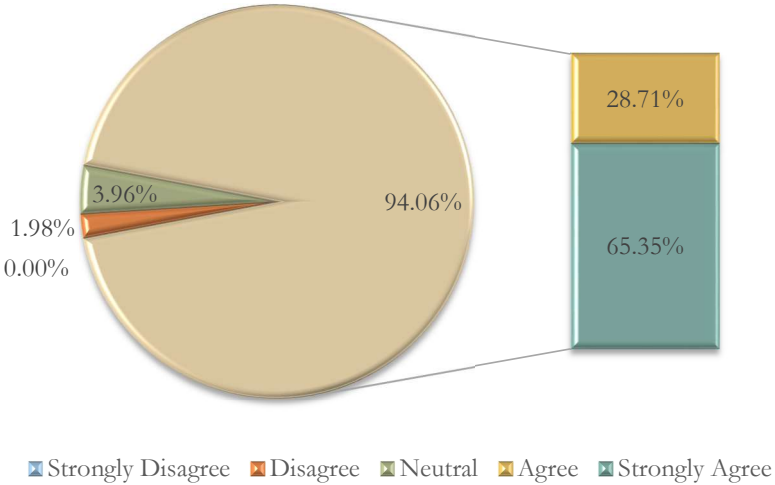
All Region Totals



# PARTICIPATION IN TREATMENT PLANNING

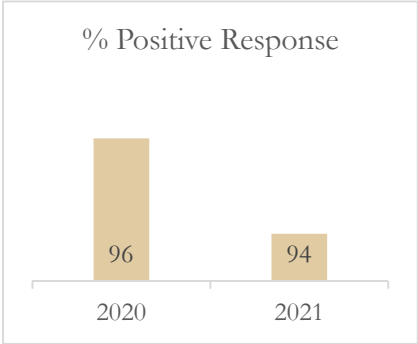
## I Participated in My Child's Treatment

### Statewide Totals

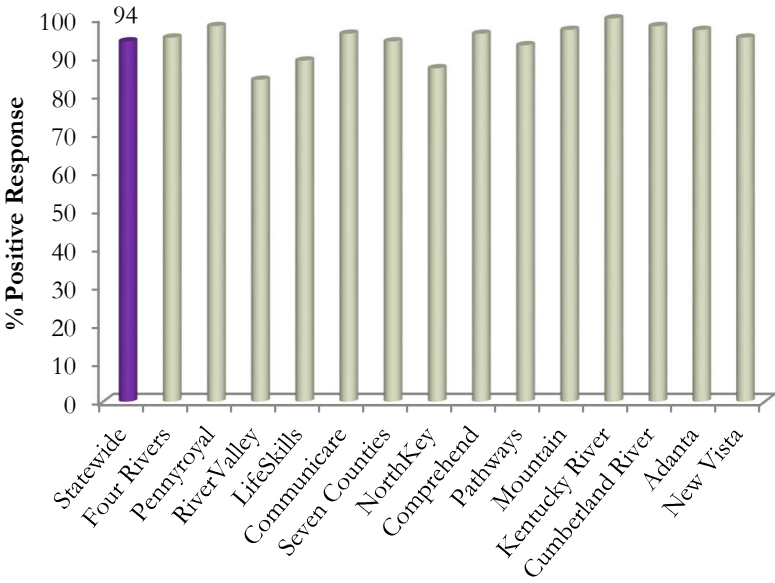


About 94% of respondents positively indicated that they participated in their child's treatment in 2021.

This is a 2% decrease from 2020.

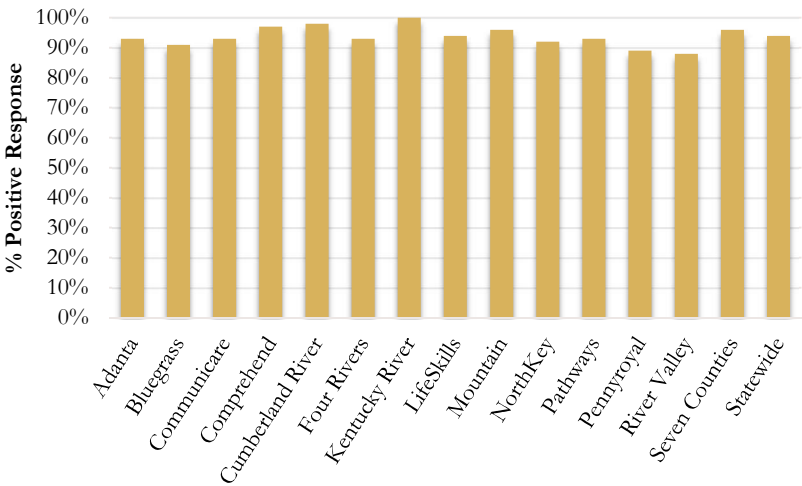


All Region Totals



# PARTICIPATION IN TREATMENT PLANNING

All Regional Boards

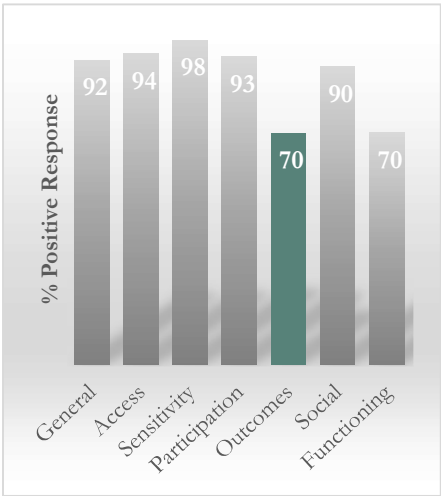


# OUTCOMES

## Overview

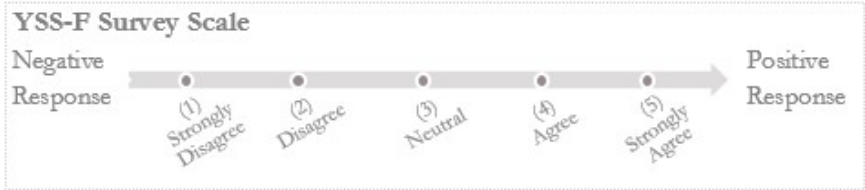
### Primary Concerns

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Coping Capacity
- Positive Changes in Areas for Which Treatment Is Sought



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

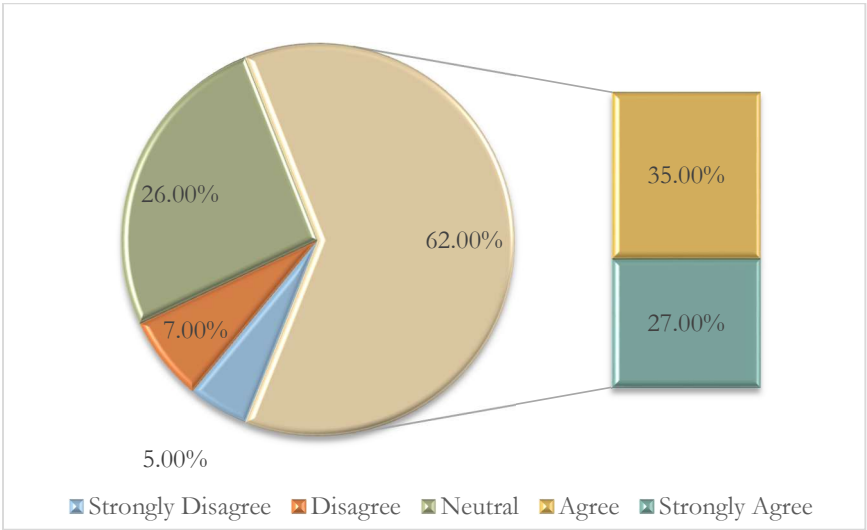
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# OUTCOMES

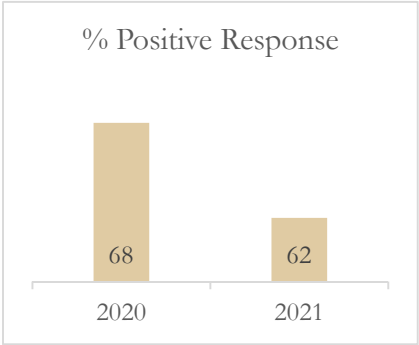
My Child’s Symptoms Are Not Bothering Him/Her As Much

## Statewide Totals



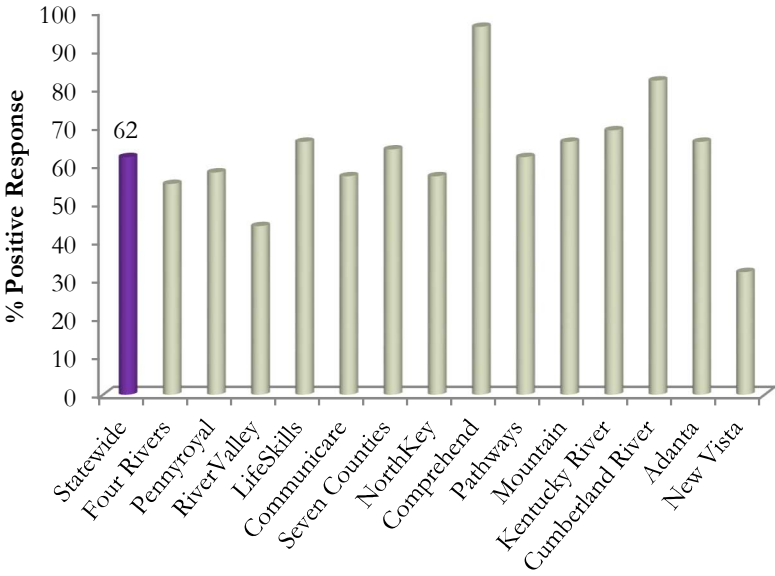
About 62% of respondents positively indicated that their child's symptoms were not bothering him/her as much in 2021.

This is a 6% decrease from 2020.





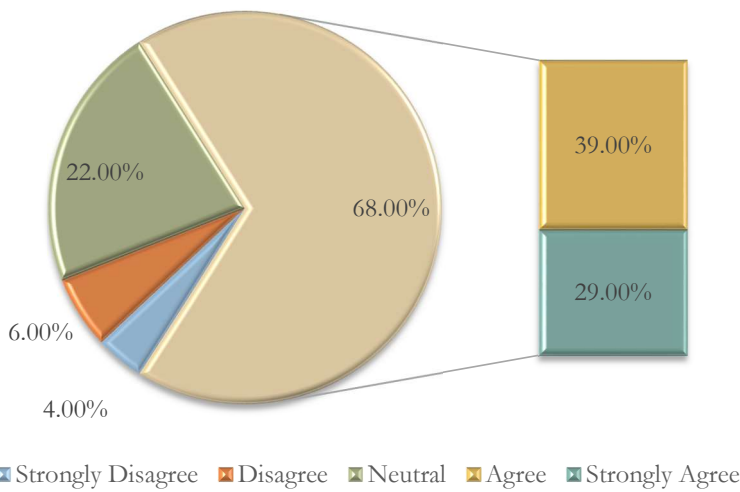
All Region Totals



# OUTCOMES

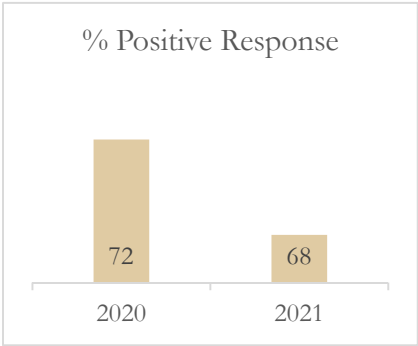
## My Child Is Better at Handling Daily Life

### Statewide Totals

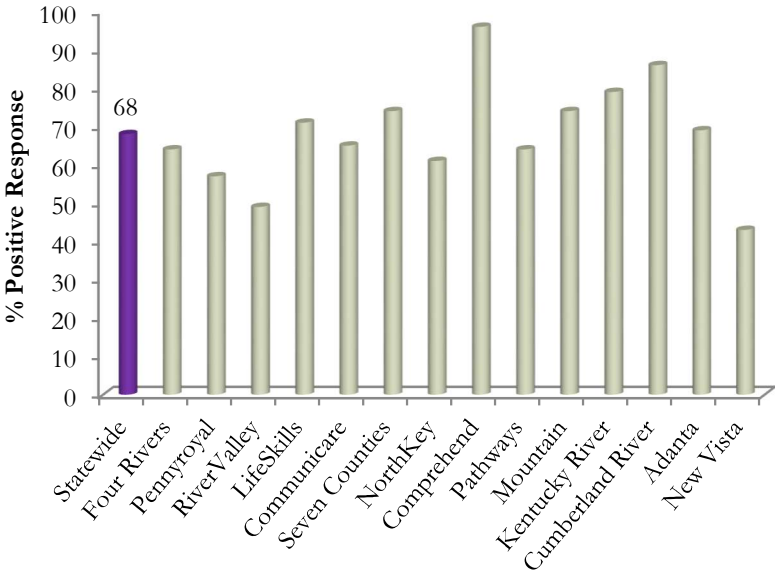


About 68% of respondents positively indicated that their child was better at handling daily life in 2021.

This is a 4% decrease from 2020.



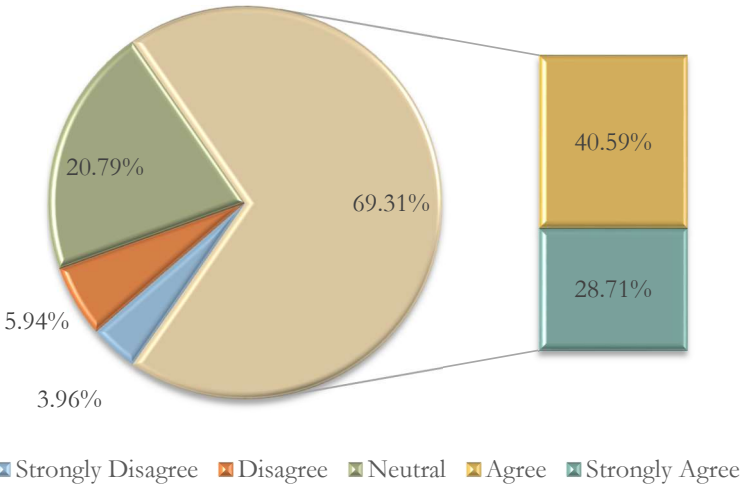
All Region Totals



# OUTCOMES

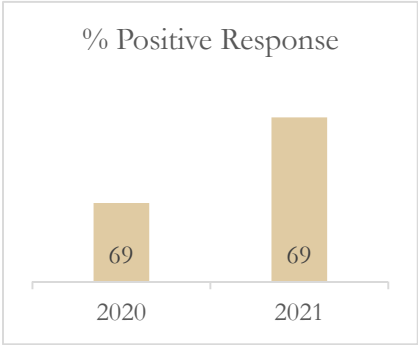
## My Child Gets Along Better with Family Members

### Statewide Totals

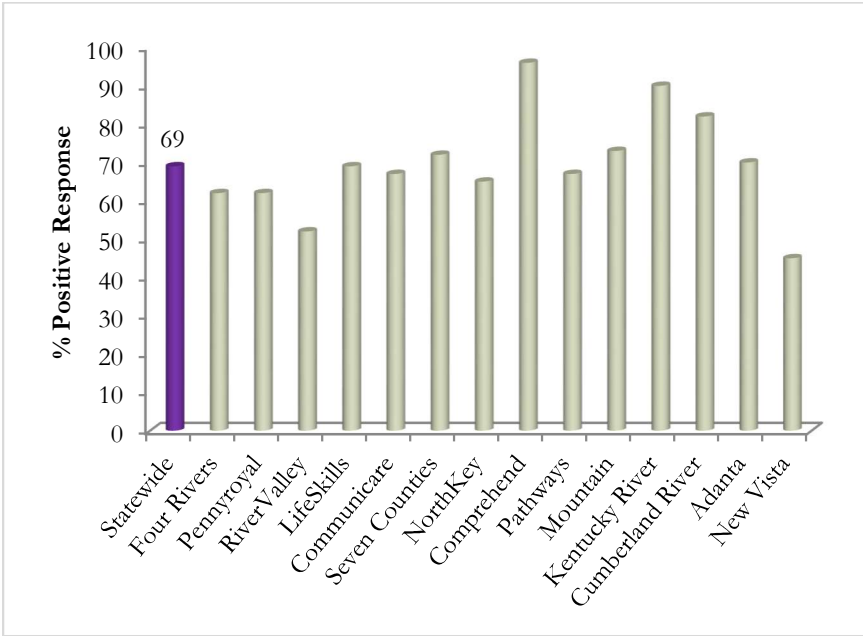


About 69% of respondents positively indicated that their child got along better with family members in 2021.

This is about the same as 2020.



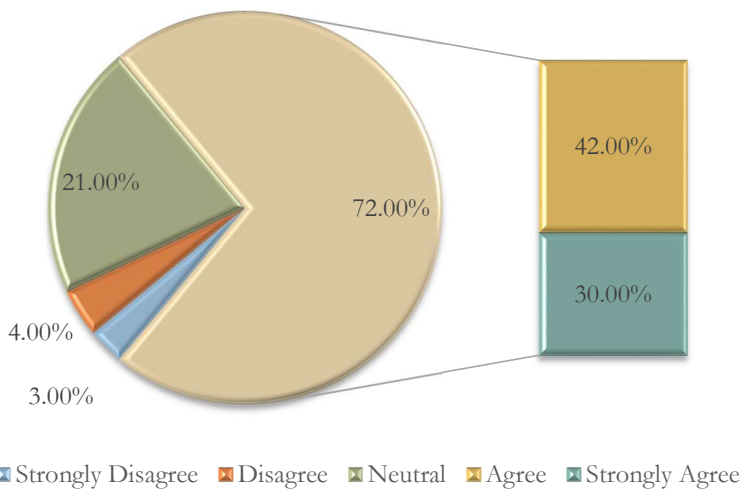
All Region Totals



# OUTCOMES

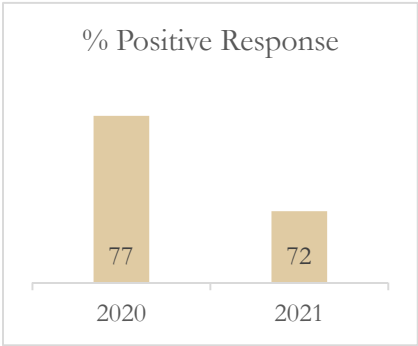
## My Child Gets Along Better with Friends and Other People

### Statewide Totals

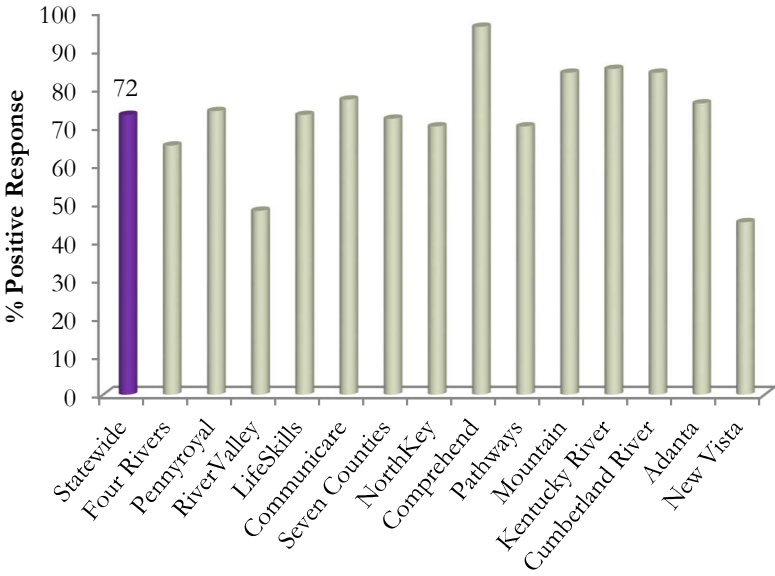


About 72% of respondents positively indicated that their child got along better with friends and other people in 2021.

This is a 5% decrease from 2020.



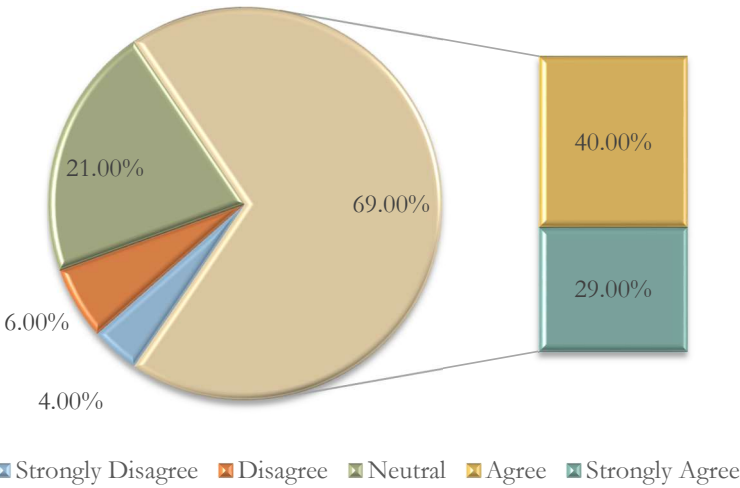
All Region Totals



# OUTCOMES

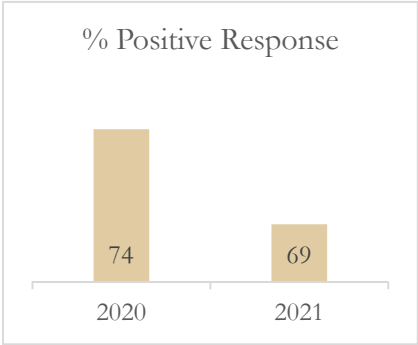
## My Child Is Doing Better in School and/or Work

### Statewide Totals



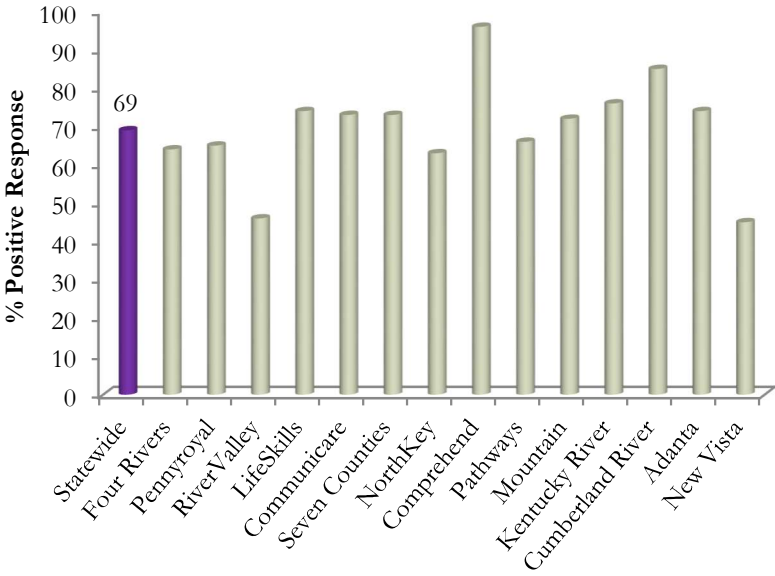
About 69% of respondents positively indicated that their child was doing better in school and/or work in 2021.

This is a 5% decrease from 2020.





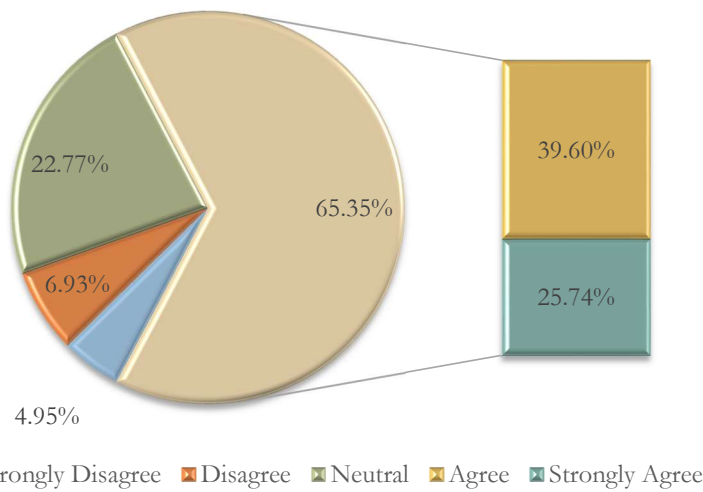
All Region Totals



# OUTCOMES

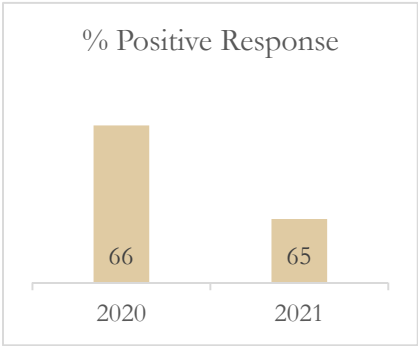
## My Child Is Better Able to Cope When Things Go Wrong

### Statewide Totals

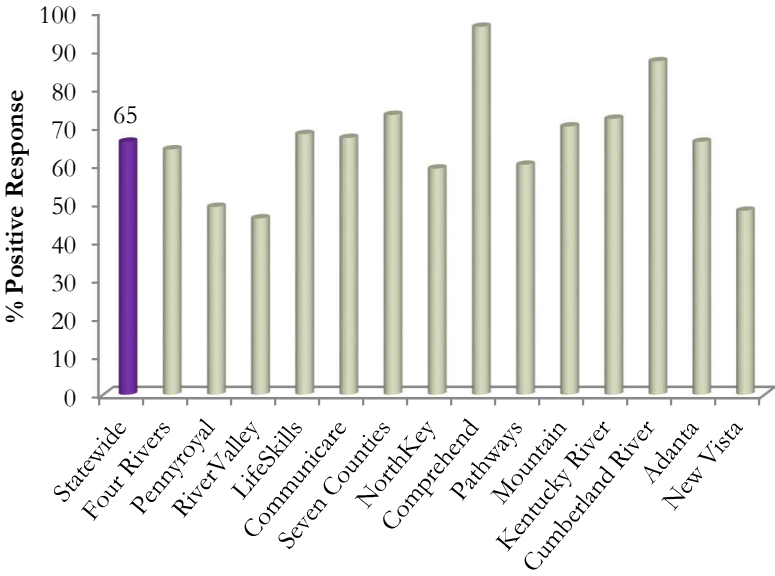


About 65% of respondents positively indicated that their child was able to cope when things go wrong in 2021.

This is a 1% decrease from 2020.

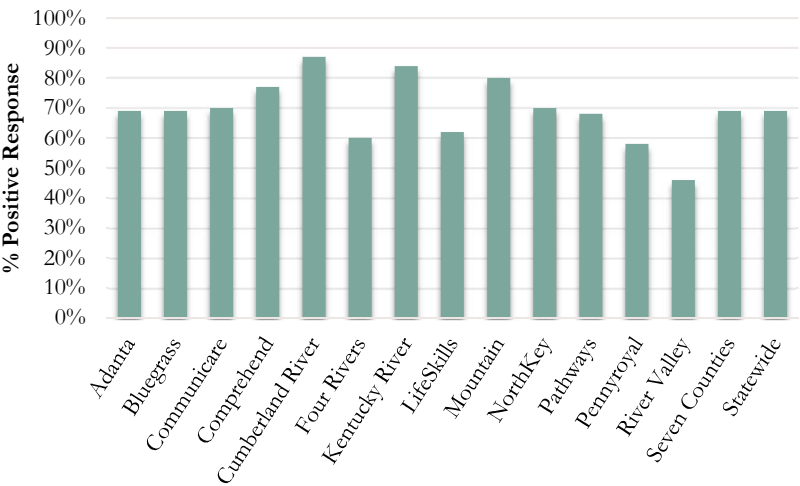


All Region Totals



# OUTCOMES

## All Regional Boards

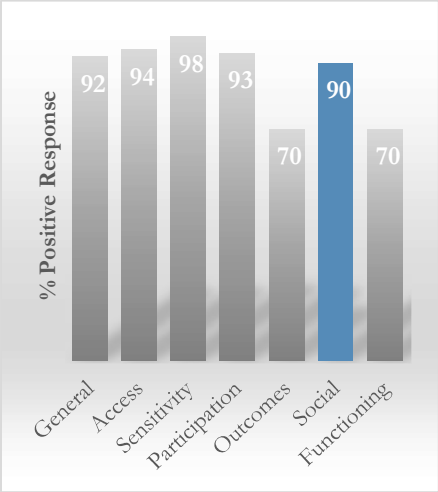


# SOCIAL CONNECTEDNESS

## Overview

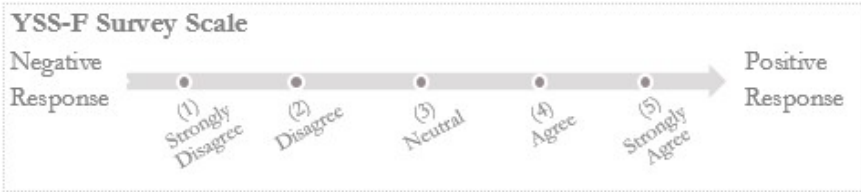
**Primary Concerns**

- Increased Natural Supports for Caregiver in Times of Crisis
- Increased Social Activities of Caregiver



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

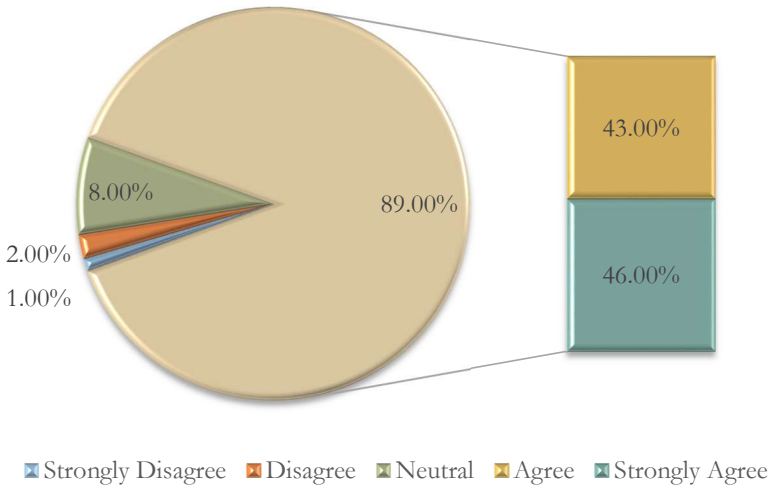
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# SOCIAL CONNECTEDNESS

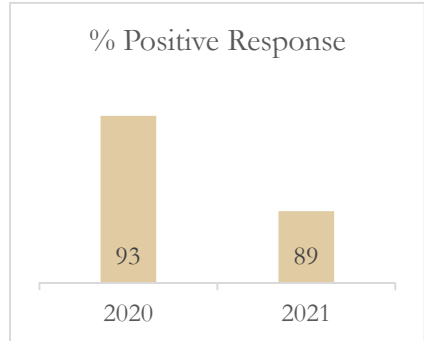
I Know People Who Will Listen and Understand Me When I Need to Talk

## Statewide Totals

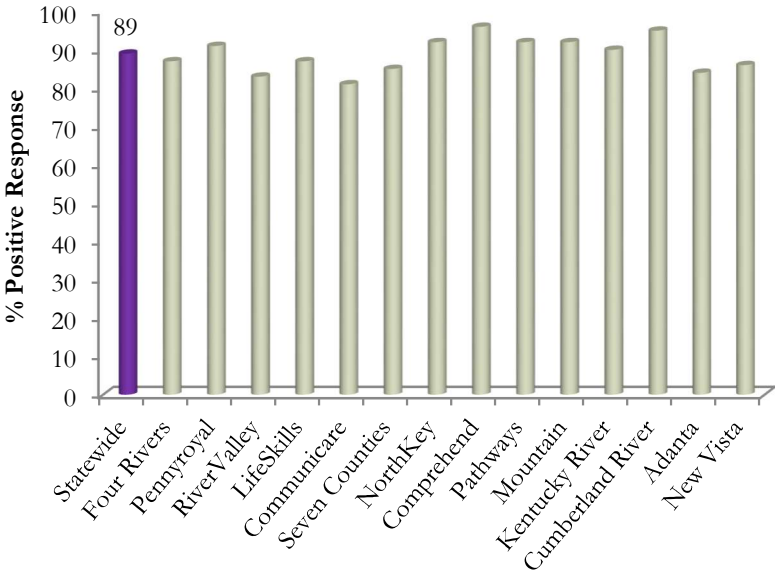


About 89% of respondents positively indicated that they know people who will listen and understand them when they need to talk in 2021.

This is a 4% decrease from 2020.



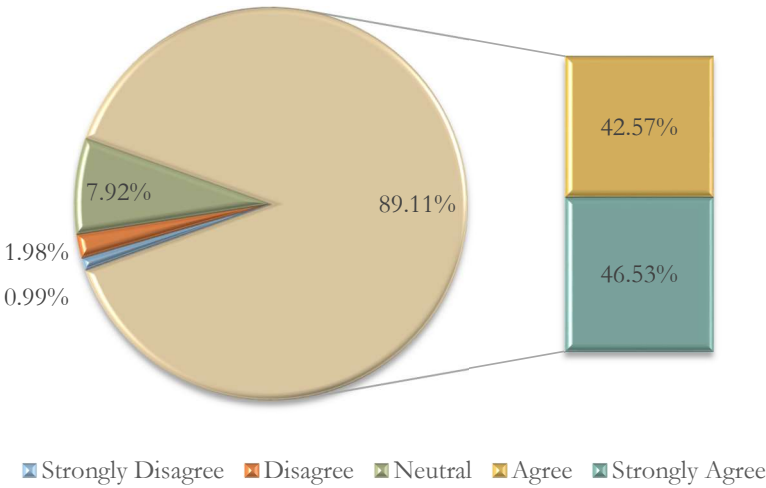
All Region Totals



# SOCIAL CONNECTEDNESS

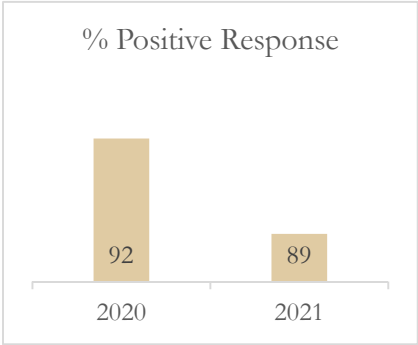
I Have People That I Am Comfortable Talking With About My Child's Problems

## Statewide Totals



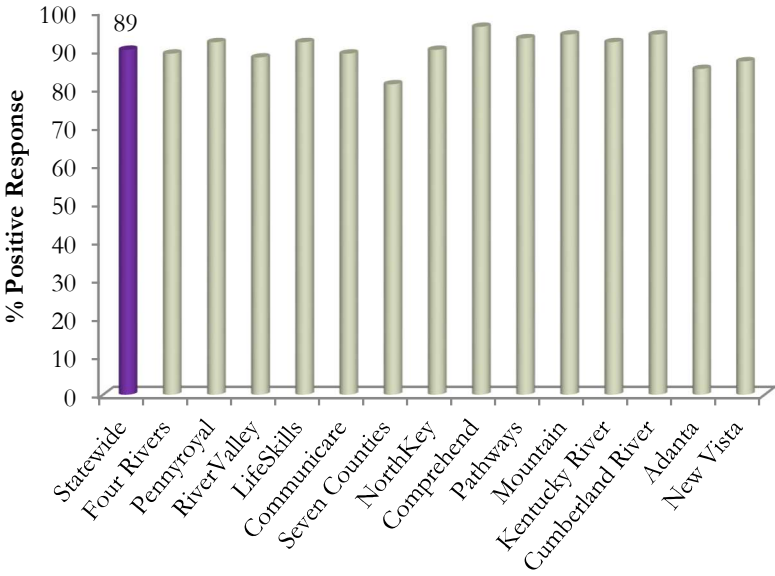
About 89% of respondents positively indicated that they have people that they are comfortable talking with about their child's problems in 2021.

This is a 3% decrease from 2020.





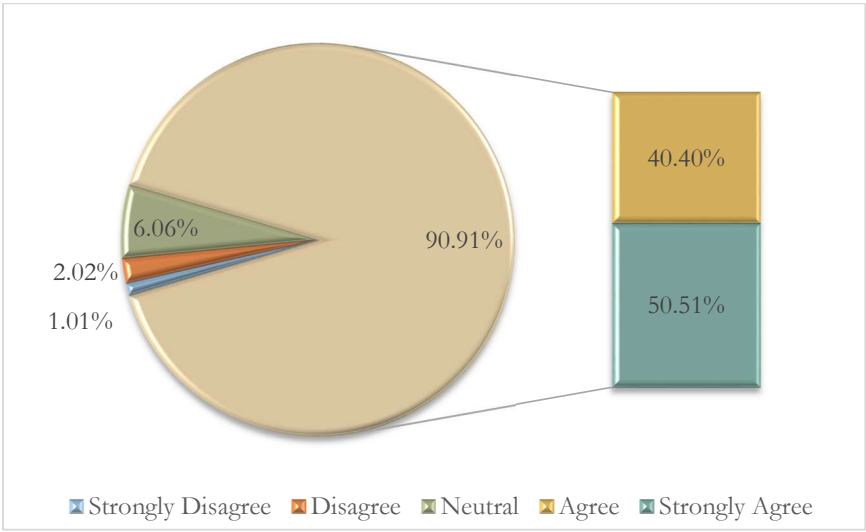
All Region Totals



# SOCIAL CONNECTEDNESS

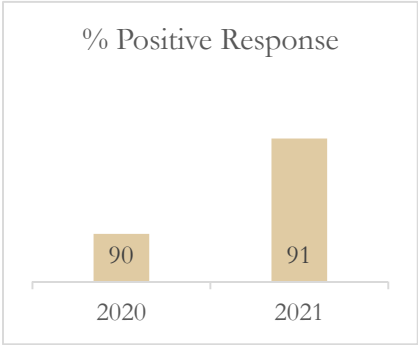
In a Crisis, I Would Have the Support I  
Need from Family or Friends

## Statewide Totals

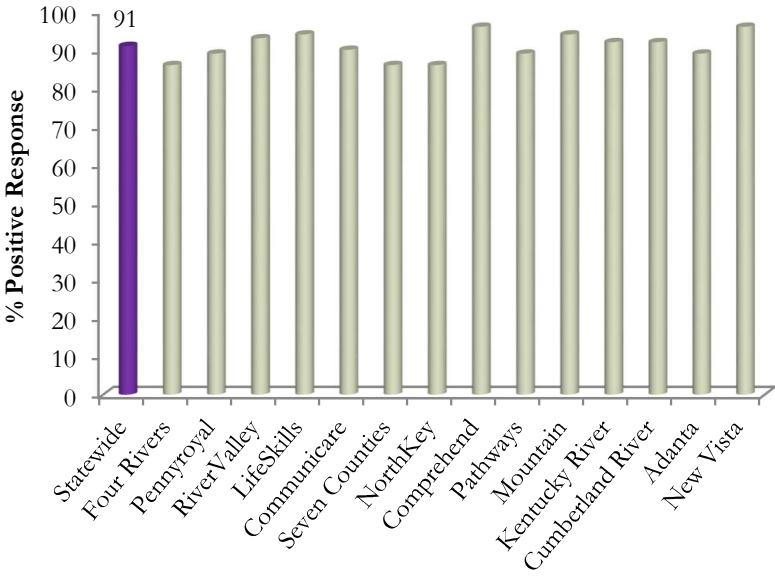


About 91% of respondents positively indicated that they would have the support they need from family or friends in a crisis in 2021.

This is a 1% increase from 2020.



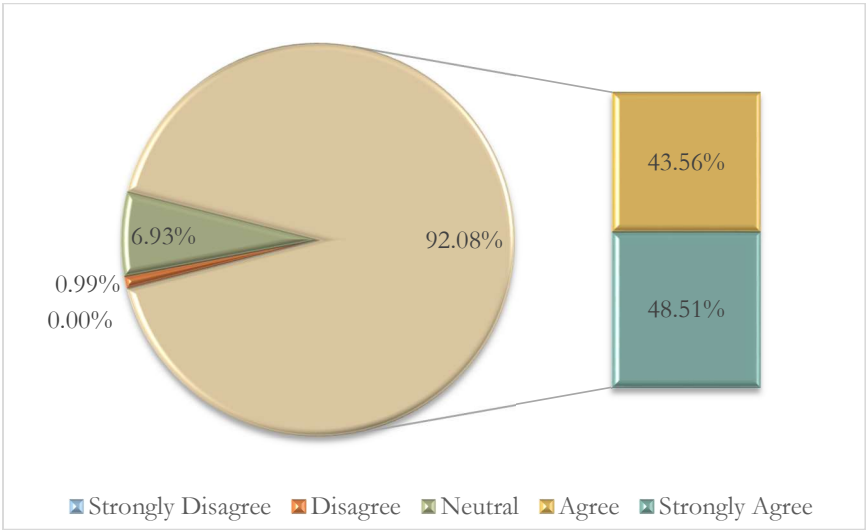
All Region Totals



# SOCIAL CONNECTEDNESS

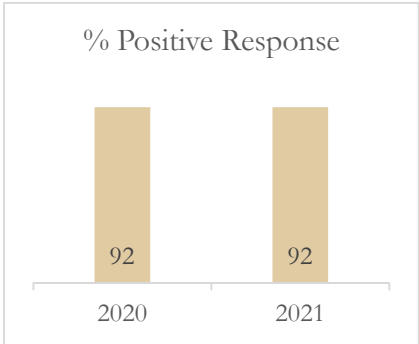
I Have People with Whom I Can Do  
Enjoyable Things

## Statewide Totals

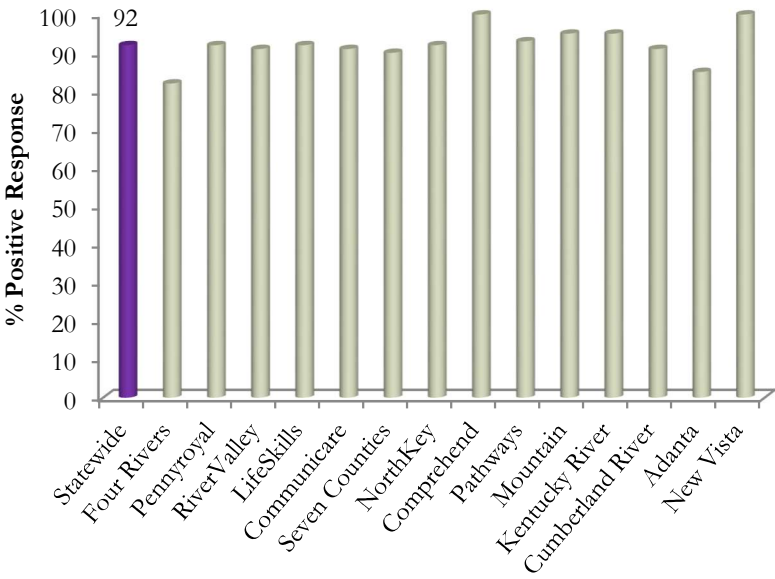


About 92% of respondents positively indicated that they have people with whom they can do enjoyable things in 2021.

This is about the same as 2020.

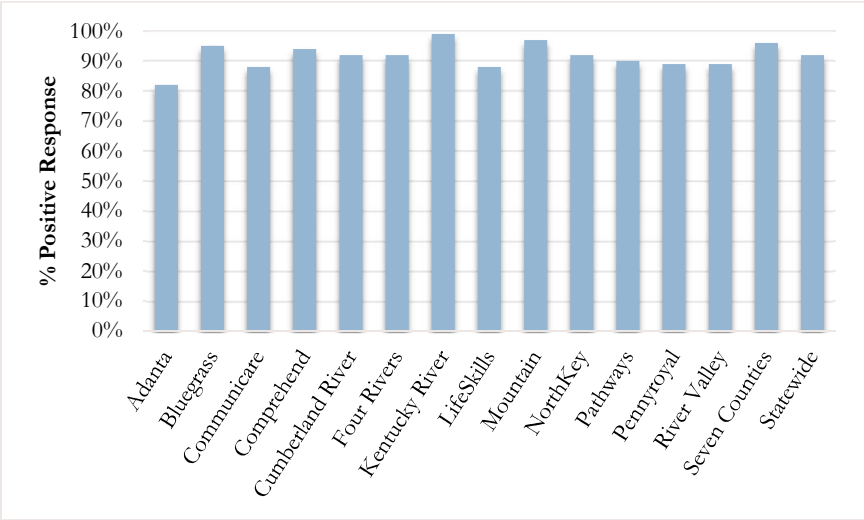


All Region Totals



# SOCIAL CONNECTEDNESS

## All Regional Boards

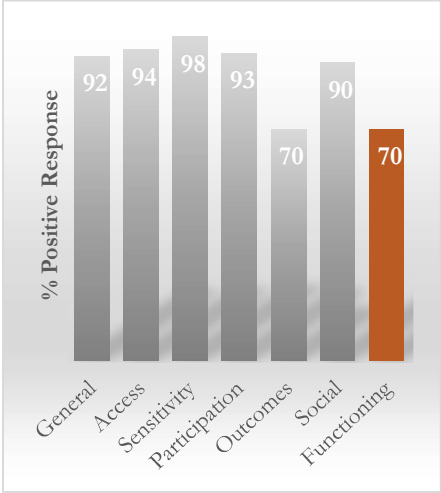


# FUNCTIONING

## Overview

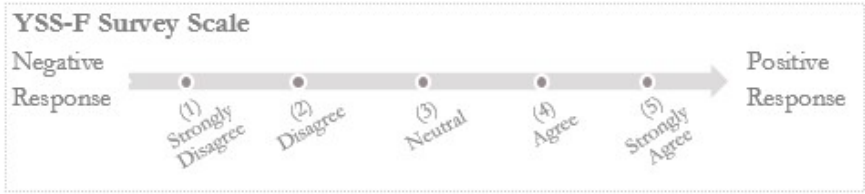
### Primary Concerns

- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



Domain	Score (1 to 5)
General Satisfaction	4.52
Access to Services	4.60
Cultural Sensitivity	4.64
Participation in Treatment Planning	4.54
Outcomes	3.84
Social Connectedness	4.34
Functioning	3.86

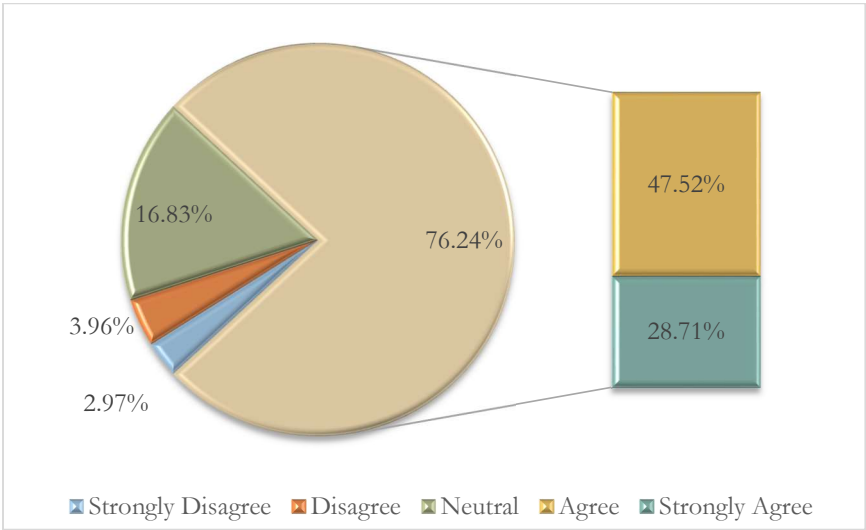
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# FUNCTIONING

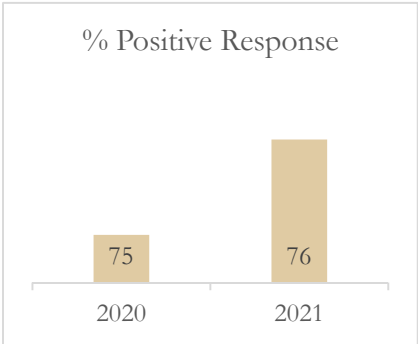
My Child Is Better Able to Do Things  
He/She Wants to Do

## Statewide Totals



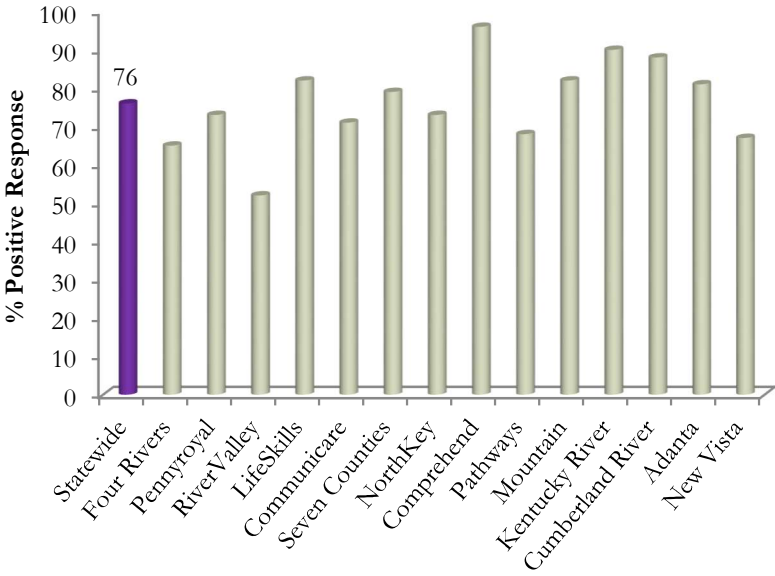
About 76% of respondents positively indicated that their child was better able to do things he/she wanted to do in 2021.

This is a 1% increase from 2020.





All Region Totals



# FUNCTIONING

## All Regional Boards

